AVAYA

BCM Rls 6.0

Call Detail Recording

Task Based Guide

Copyright © 2010 Avaya Inc.
All Rights Reserved.

Notices
While reasonable efforts have been made to ensure that the information in this document is complete and accurate at the time of printing, Avaya assumes no liability for any errors. Avaya reserves the right to make changes and corrections to the information in this document without the obligation to notify any person or organization of such changes.

Documentation disclaimer
Avaya shall not be responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation, to the extent made by End User.

Link disclaimer
Avaya is not responsible for the contents or reliability of any linked Web sites referenced within this site or documentation(s) provided by Avaya. Avaya is not responsible for the accuracy of any information, statement or content provided on these sites and does not necessarily endorse the products, services, or information described or offered within them. Avaya does not guarantee that these links will work all the time and has no control over the availability of the linked pages.

Warranty
Avaya provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available to Avaya customers and other parties through the Avaya Support Web site: http://www.avaya.com/support
Please note that if you acquired the product from an authorized reseller, the warranty is provided to you by said reseller and not by Avaya.

Licenses
THE SOFTWARE LICENSE TERMS AVAILABLE ON THE AVAYA WEBSITE, HTTP://SUPPORT.AVAYA.COM/LICENSEINFO/ ARE APPLICABLE TO ANYONE WHO DOWNLOADS, USES AND/OR INSTALLS AVAYA SOFTWARE, PURCHASED FROM AVAYA INC., ANY AVAYA AFFILIATE, OR AN AUTHORIZED AVAYA RESELLER (AS APPLICABLE) UNDER A COMMERCIAL AGREEMENT WITH AVAYA OR AN AUTHORIZED AVAYA RESELLER. UNLESS OTHERWISE AGREED TO BY AVAYA IN WRITING, AVAYA DOES NOT EXTEND THIS LICENSE IF THE SOFTWARE WAS OBTAINED FROM ANYONE OTHER THAN AVAYA, AN AVAYA AFFILIATE OR AN AVAYA AUTHORIZED RESELLER, AND AVAYA RESERVES THE RIGHT TO TAKE LEGAL ACTION AGAINST YOU AND ANYONE ELSE USING OR SELLING THE SOFTWARE WITHOUT A LICENSE. BY INSTALLING, DOWNLOADING OR USING THE SOFTWARE, OR AUTHORIZING OTHERS TO DO SO, YOU, ON BEHALF OF YOURSELF AND THE ENTITY FOR WHOM YOU ARE INSTALLING, DOWNLOADING OR USING THE SOFTWARE (HEREINAFTER REFERRED TO INTERCHANGEABLY AS "YOU" AND "END USER"), AGREE TO THESE TERMS AND CONDITIONS AND CREATE A BINDING CONTRACT BETWEEN YOU AND AVAYA INC. OR THE APPLICABLE AVAYA AFFILIATE ("AVAYA").

Copyright
Except where expressly stated otherwise, no use should be made of the Documentation(s) and Product(s) provided by Avaya. All content in this documentation(s) and the product(s) provided by Avaya including the selection, arrangement and design of the content is owned either by Avaya or its licensors and is protected by copyright and other intellectual property laws including the sui generis rights relating to the protection of databases. You may not modify, copy, reproduce, republish, upload, post, transmit or distribute in any way any content, in whole or in part, including any code and software. Unauthorized reproduction, transmission, dissemination, storage, and or use without the express written consent of Avaya can be a criminal, as well as a civil offense under the applicable law.

Third Party Components
Certain software programs or portions thereof included in the Product may contain software distributed under third party agreements ("Third Party Components"), which may contain terms that expand or limit rights to use certain portions of the Product ("Third Party Terms"). Information regarding distributed Linux OS source code (for those Products that have distributed the Linux OS source code), and identifying the copyright holders of the Third Party Components and the Third Party Terms that apply to them is available on the Avaya Support Web site: http://support.avaya.com/Copyright.

Trademarks
The trademarks, logos and service marks ("Marks") displayed in this site, the documentation(s) and product(s) provided by Avaya are the registered or unregistered Marks of Avaya, its affiliates, or other third parties. Users are not permitted to use such Marks without prior written consent from Avaya or such third party which may own the Mark. Nothing contained in this site, the documentation(s) and product(s) should be construed as granting, by implication, estoppel, or otherwise, any license or right in and to the Marks without the express written permission of Avaya or the applicable third party. Avaya is a registered trademark of Avaya Inc. All non-Avaya trademarks are the property of their respective owners.

Downloading documents
For the most current versions of documentation, see the Avaya Support. Web site: http://www.avaya.com/support

Contact Avaya Support
Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: http://www.avaya.com/support

Copyright © 2010 ITEL, All Rights Reserved

The copyright in the material belongs to ITEL and no part of the material may be reproduced in any form without the prior written permission of a duly authorised representative of ITEL.

Table of Contents

Call Detail Recording 5

Overview 5

Required Information 5
Supported Operating Systems 5

Flow Chart 6

CDR Client Installation 7
Creating a User Account on the BCM 7
Installing the CDR Client 14
Starting the CDR Client 22

Digit Suppression 25

Data File Push Transfer 26
Features of Data File Transfer 26
Central Server Requirements 27
Scheduling the Transfer of Call Detail Recording Information 27
Immediate Data File Transfer 35

Data File Pull Transfer 36
Setting Up the Call Detail Recording User Account 36
Setting the Data Transfer Type to Pull 36
Configuring the Central Client: CDR Pull Client 37

Call Detail Recording Field Descriptions 42

Avaya Documentation Links 45

Call Detail Recording

Overview

This document details how to obtain call information using the various Call Detail Recording (CDR) methods supported by the BCM. Call Detail Recording is an application that records live call activity, i.e. call information such as dialled digits and call duration can be viewed.

There are 3 methods of obtaining call information using Call Detail Recording:

- CDR Client – an application that is installed on a PC, and runs in real time. As soon as a call is completed, the information is sent from the BCM to the CDR client.
- Push – the BCM sends CDR information to a specified destination, typically a folder on a FTP server. Generally, 3rd party reporting software would use this information for meaningful reporting.
- Pull – In this mode, an application would request CDR files from the BCM at specified frequencies and durations. Again, the CDR files could be used by 3rd party applications to produce meaningful reports.

For engineer purposes, CDR is a useful tool to troubleshoot dialled-digit inconsistencies, and diagnose call-path problems.

Required Information

Before commencing configuration, certain CDR related information is required concerning the BCM and the method of CDR transfer.

- Determine the method by which CDR information will be obtained.
- BCM IP Address.
- BCM user account details (must have CDR privileges).
- FTP server/folder details if using the CDR Push method.

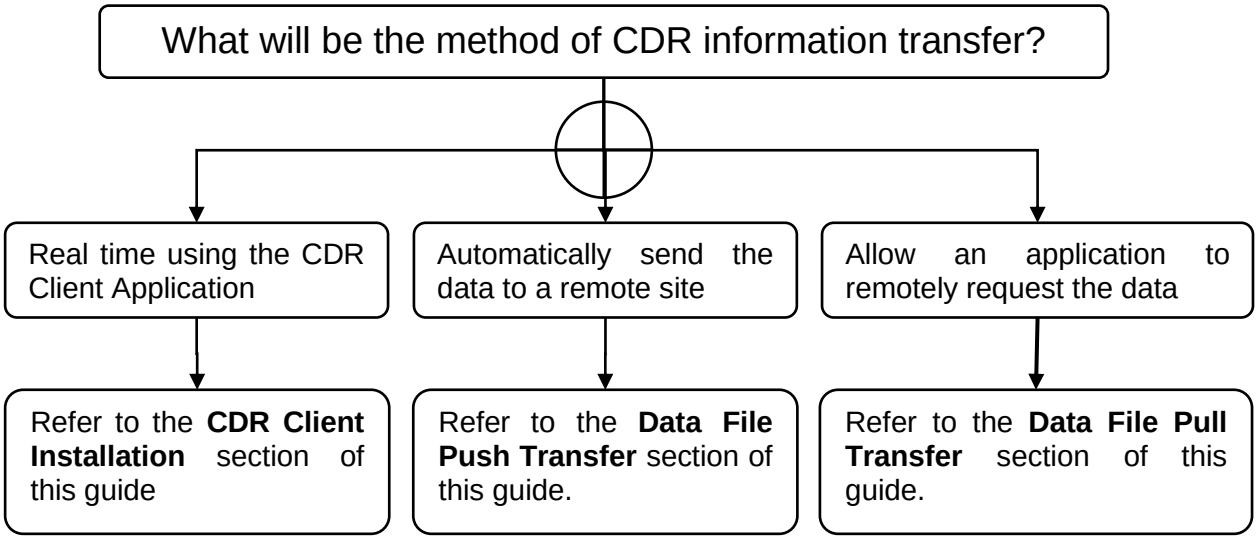
Supported Operating Systems

The Call Detail Reporting Application is supported on the following Operating Systems:

- Windows XP Professional SP3
- Windows Vista Business, Ultimate, Enterprise SP2 32/64 bit
- Windows 7 Professional, Ultimate, Enterprise 32/64 bit
- Windows Server 2003 Standard and Enterprise SP2
- Windows Server 2008 Standard and Enterprise SP2
- Windows Server 2008 R2 Enterprise 64 bit
- Windows Small Business Server R2

Flow Chart

The flow chart below describes the Call Detail Recording installation procedure.


What will be the method of CDR information transfer?
Real time using the CDR Client Application
Automatically send the data to a remote site
Allow an application to remotely request the data
Refer to the **CDR Client Installation** section of this guide
Refer to the **Data File Push Transfer** section of this guide.
Refer to the **Data File Pull Transfer** section of this guide.

CDR Client Installation

The installation and configuration of CDR is in 3 steps:

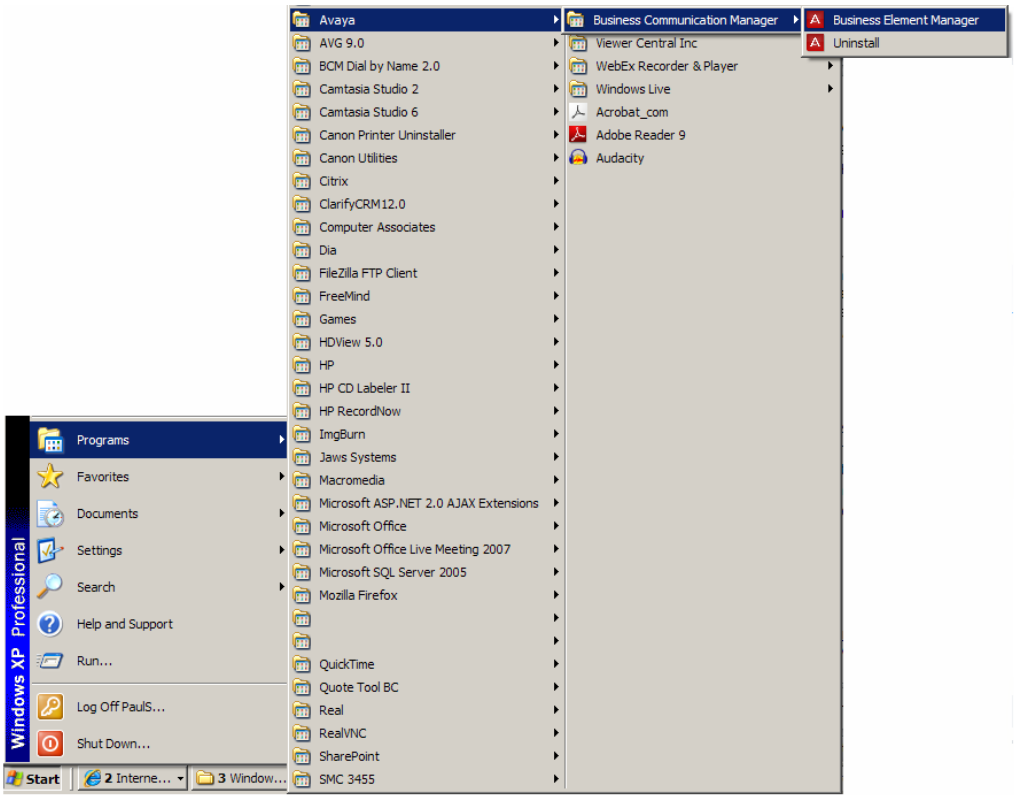
1. Creating a **User Account** on the BCM for the Client PC.
2. Installing the CDR Client Application.
3. Starting the CDR Client.

Note: Ensure that there is an account configured that has CDR Privileges. The default **nnadmin** account will function with CDR. If you do not wish to use this account in relation to CDR; the following steps explain how to create a User Account with CDR Privileges.

Creating a User Account on the BCM

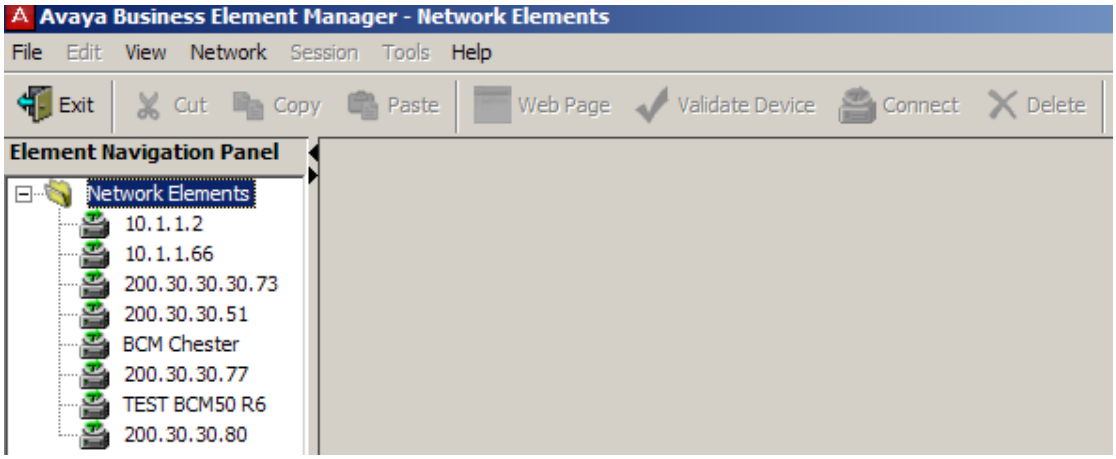
An account must be created on the BCM to allow CDR access to the required data from the client PC.

1. To access the Business Element Manager application from the Start Menu, navigate to **Start**, **Programs**, **Avaya**, **Business Communications Manager**, **Business Element Manager**.

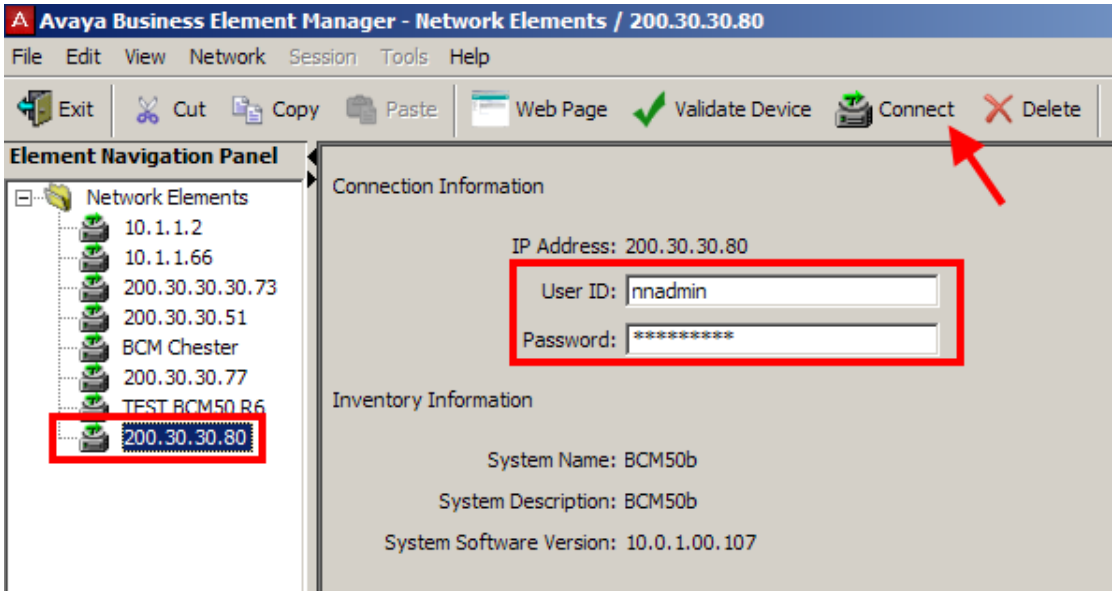


2. Alternatively, double-click on the **Business Element Manager** desktop icon.

3. You will be presented with the **Element Manager** interface.

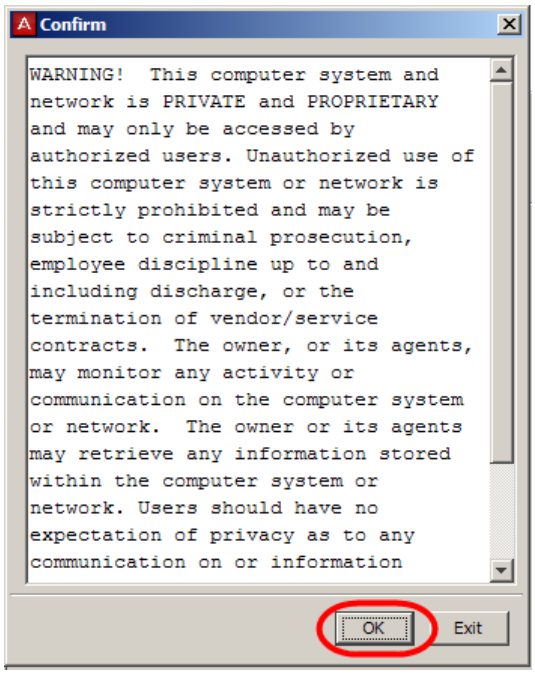


4. Open the **Network Elements** folder and select the IP Address of the BCM.

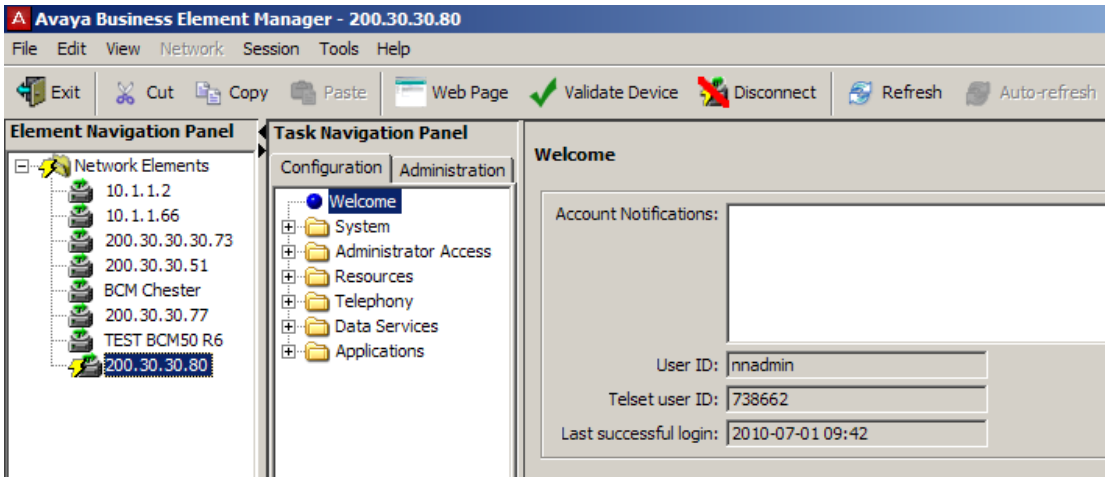


5. Enter the User Name of the BCM in the User Name field, by default this is **nnadmin**. Then enter the Password in the Password field, by default the password is **PlsChgMe!**. Click the **Connect** button.

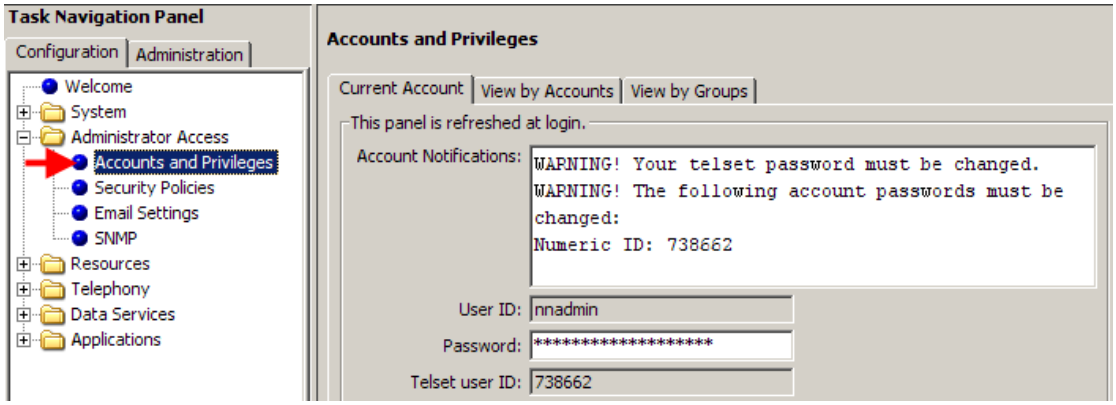
6. A warning screen will appear, read the warning and click **OK**.


Confirm
WARNING! This computer system and network is PRIVATE and PROPRIETARY and may only be accessed by authorized users. Unauthorized use of this computer system or network is strictly prohibited and may be subject to criminal prosecution, employee discipline up to and including discharge, or the termination of vendor/service contracts. The owner, or its agents, may monitor any activity or communication on the computer system or network. The owner or its agents may retrieve any information stored within the computer system or network. Users should have no expectation of privacy as to any communication on or information
OK
Exit

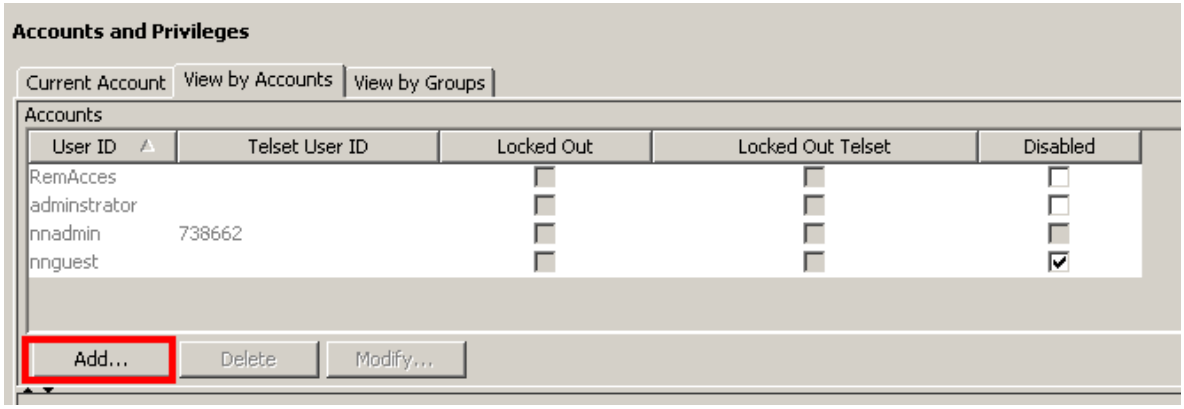
7. You will be presented with the Element Manager interface.



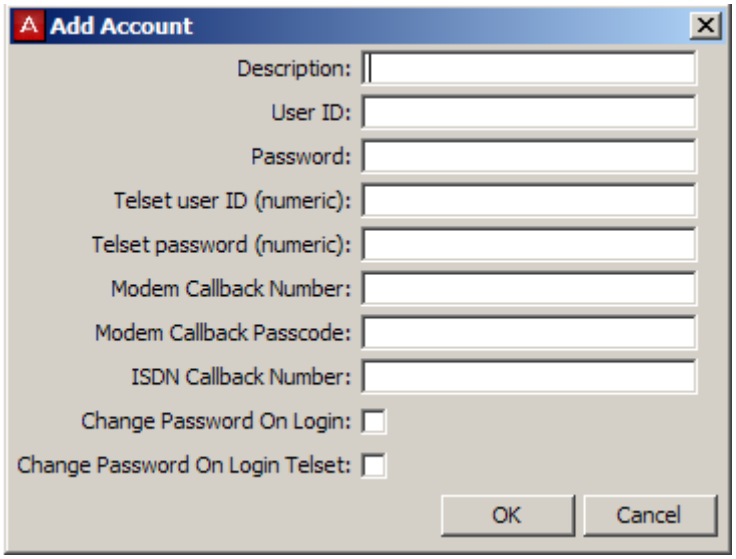
8. Open the **Administrator Access** folder and select **Accounts and Privileges**.



9. Then click the **View by Accounts** tab. You will be presented with a list of accounts. Select the **Add** button.



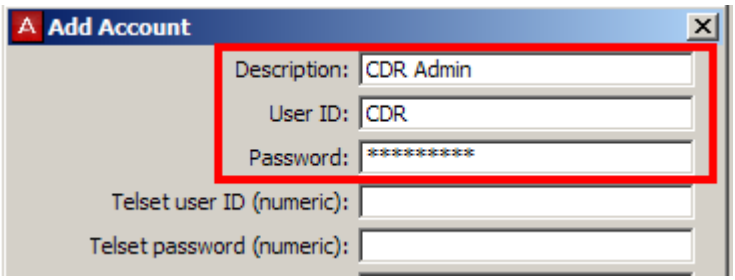
10. The **Add Account** window will be displayed.



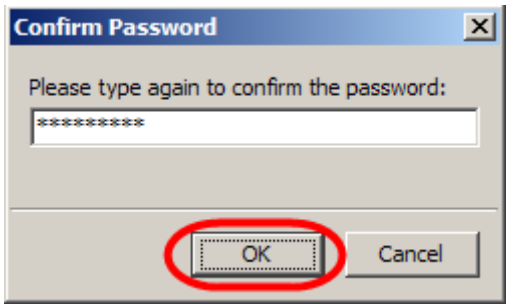
11. Enter the account details and click **OK**. (For CDR the Telset User details and Call Back details do not have to be entered).

Note: You may have to check the BCM's password policy settings to ensure that the account details to be added satisfy these policies. Refer to the ***User Management Guide*** for more information.

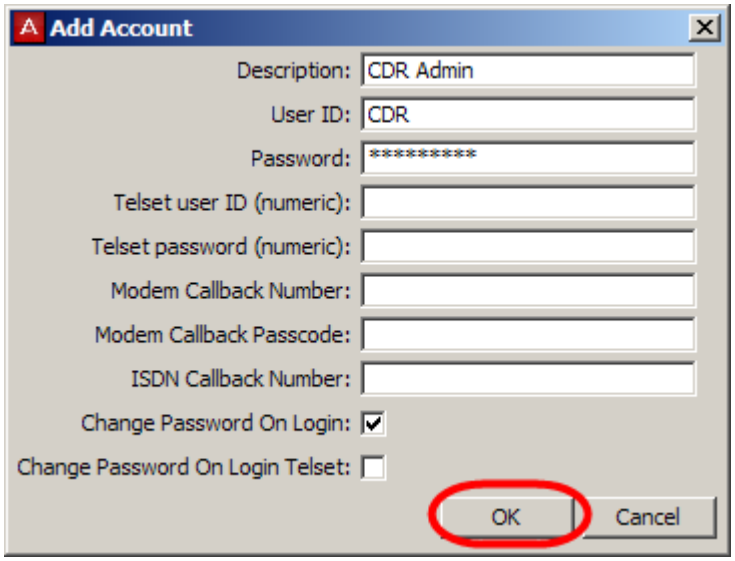
Note: These account details will have to be entered in the CDR application.



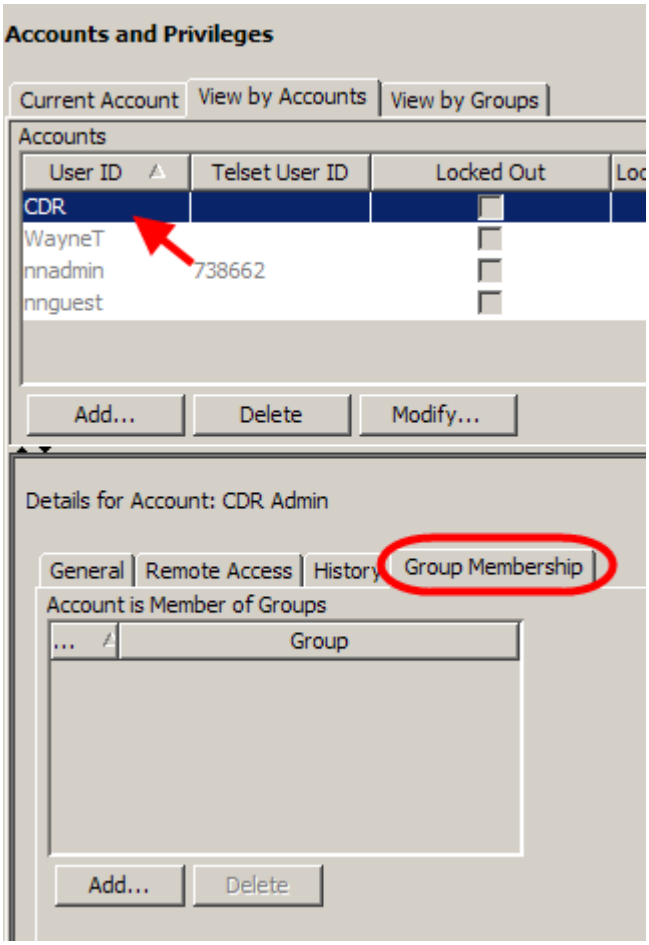
12. You will be prompted to confirm the password. Confirm the password and click **OK**.



13. You will be presented with the **Add Account** window, click **OK**.

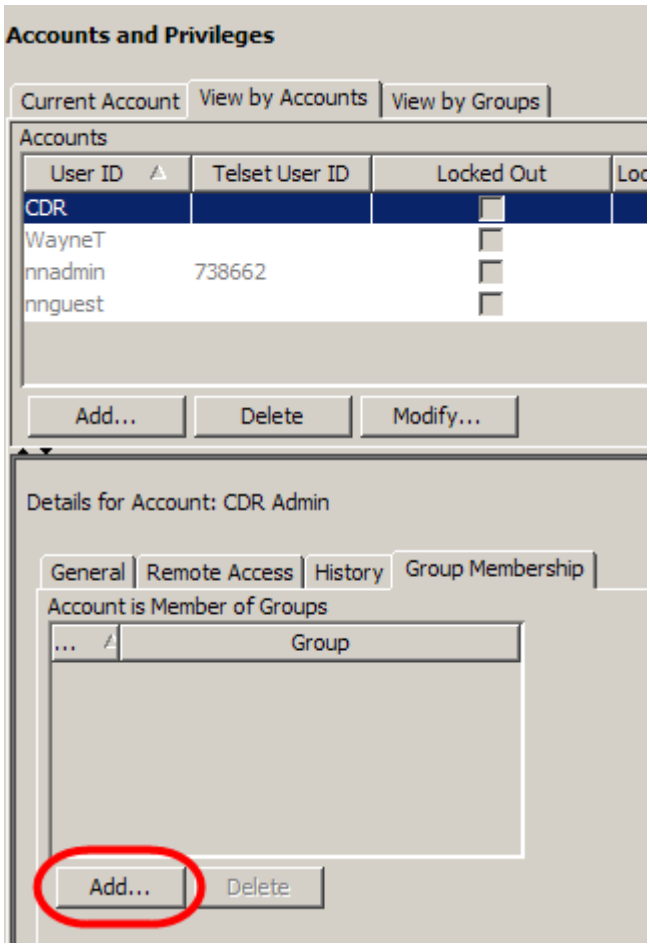


14. The account will be added to the accounts table. Under the **Details for Accounts** section of the screen, click the **Group Membership** tab.

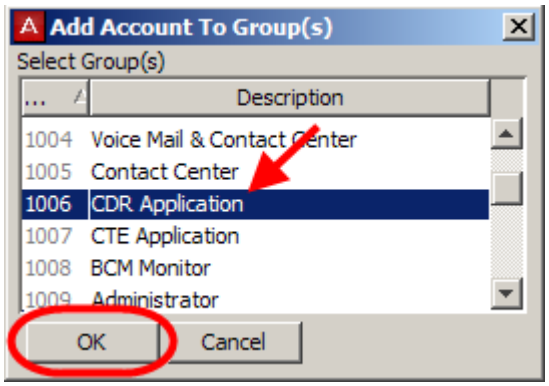


15. The account you created will need to be assigned to the **CDR Group.**

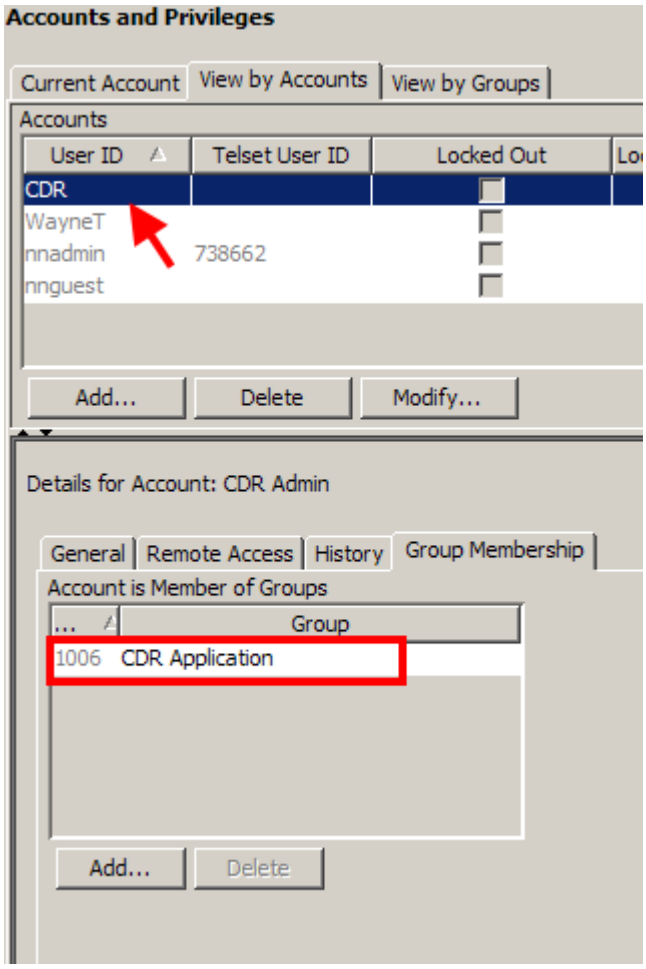
16. Click on the **Add** button.



17. Select the **CDR Application** group and click **OK**.

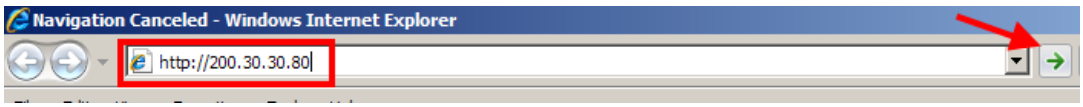


18. The **CDR Application** group will be added to the **Account is Member of Groups** list. The account details (User ID and Password) just created can be entered in the CDR application.



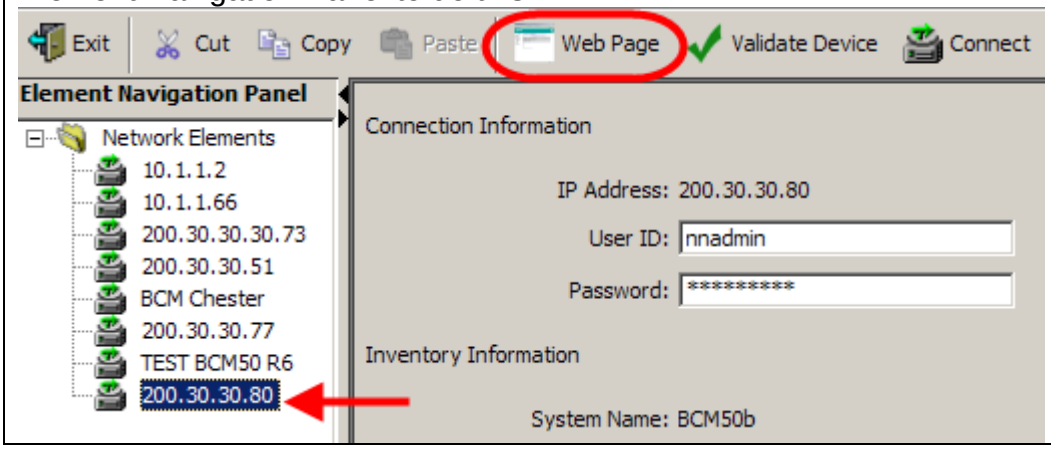
Installing the CDR Client

1. Open Internet Explorer.In the address field type (replacing the relevant part with your BCM IP address): **http://<bcm ip address>/**

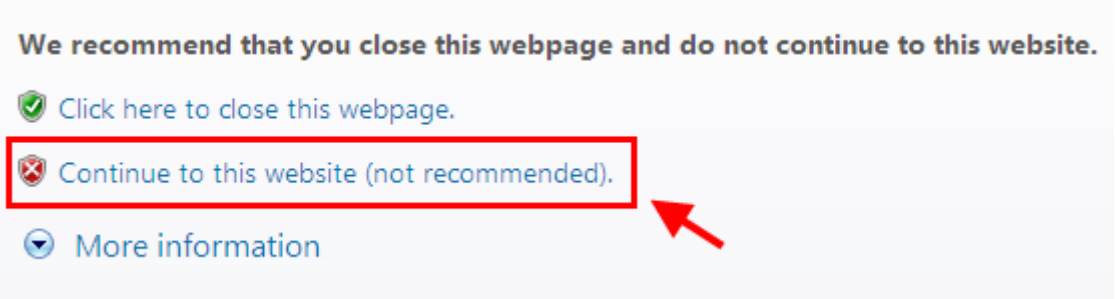


2. Click on **Go**, or press Return on your keyboard.

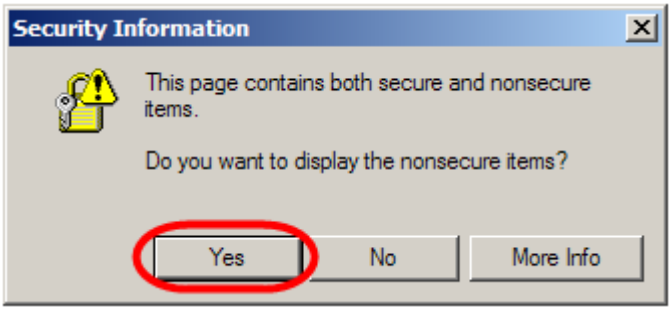
Note: You can also use the Web Page button in Element Manager to launch a web broswer session. The BCM you wish to access must be selected in the Element Navigation Panel to do this.



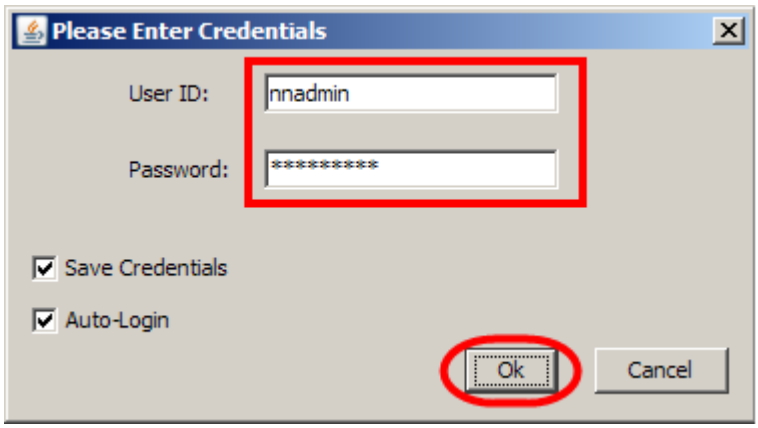
3. If you are presented with the Certificate Error window, click on **Continue to this website (not recommended)**.


We recommend that you close this webpage and do not continue to this website.
Click here to close this webpage.
Continue to this website (not recommended).
More information

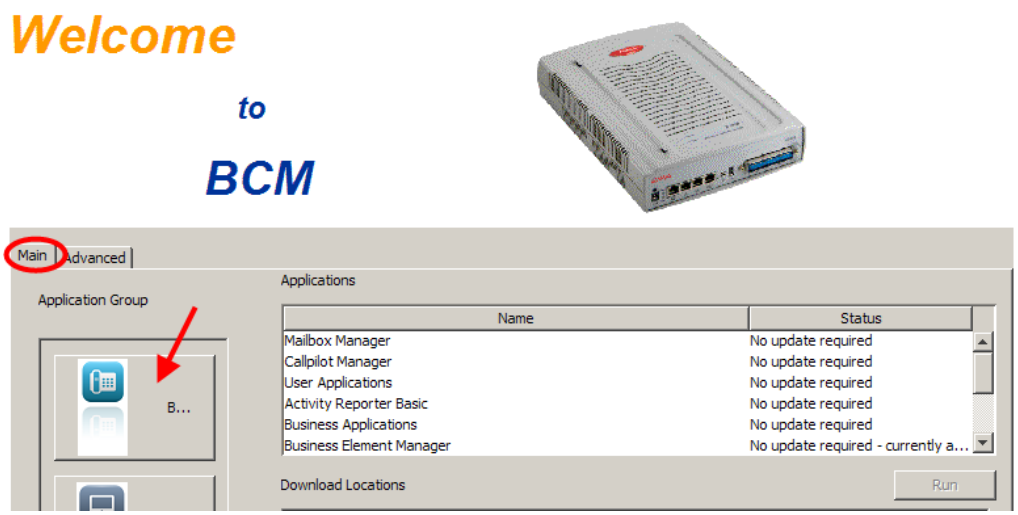
4. Accept any further security messages that you may get presented with.



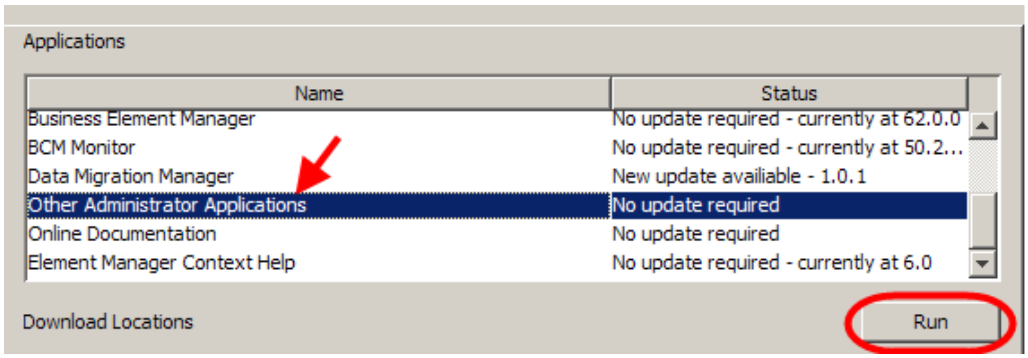
5. You will now see the login screen, enter your BCM User name and Password. By default these are set to User ID*:* nnadmin Password*:* PlsChgMe! Click on **OK**.



6. In the Welcome to BCM window, ensure the **Main** tab has been selected, and the **BCM** button clicked.



7. From the **Applications** list, select **Other Administrator Applications** and click **Run**.



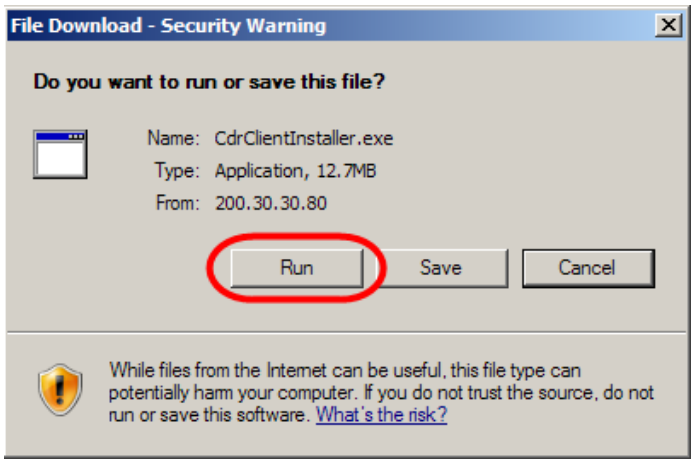
8. Again, accept any security messages that appear, and if prompted enter any login details.

9. The Administrator Applications screen will be displayed. Click on the **CDR Clients** Link.

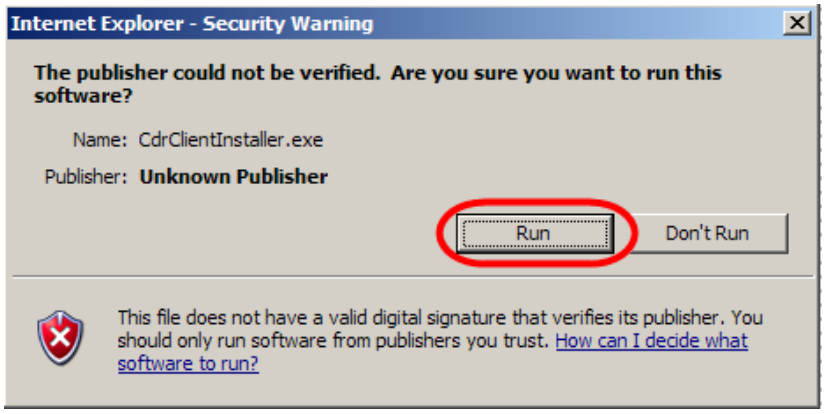
10. Click on the **Download CDR Clients** link.

Administrator
Applications
Administrator Management Tools
CallPilot Manager
Business Element Manager
Desktop Assistant PRO AE
NCM For BCM
BCM Monitor
CallPilot Unified Messaging
CDR Clients
BCM MIBs
CDR Clients
package for the web
Download CDR Clients
See Important Install Notes Below
The CDR (Call Detail Recording) Clients package contains two call details recording applications. The first, CDR Livestream allows an administrator to view call detail recording activity in real time. The second, CDR Pull Client, is a sample application that allows an administrator to test the CDR pull capability on BCM6.0

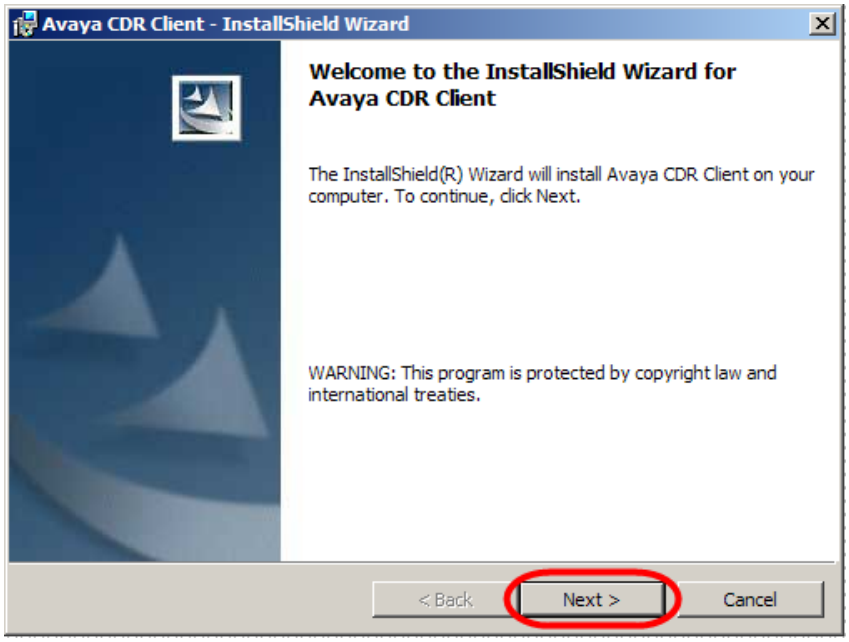
11. The File Download screen will appear, click on the **Run** button.


File Download - Security Warning
Do you want to run or save this file?
Name: CdrClientInstaller.exe
Type: Application, 12.7MB
From: 200.30.30.80
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

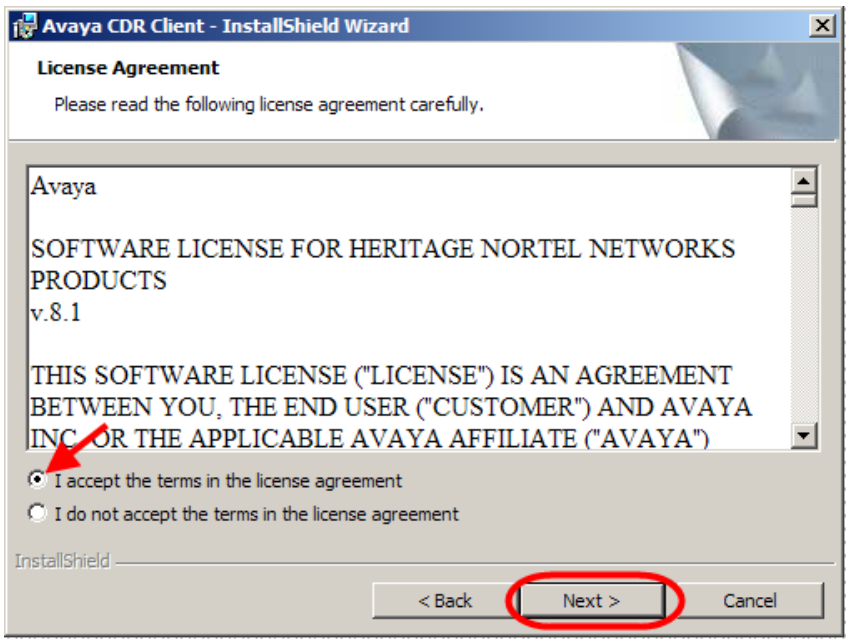
12. A security warning stating that the publisher cannot be verified. Simply click **Run** to proceed.


Internet Explorer - Security Warning
The publisher could not be verified. Are you sure you want to run this software?
Name: CdrClientInstaller.exe
Publisher: Unknown Publisher
Run
Don't Run
This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?

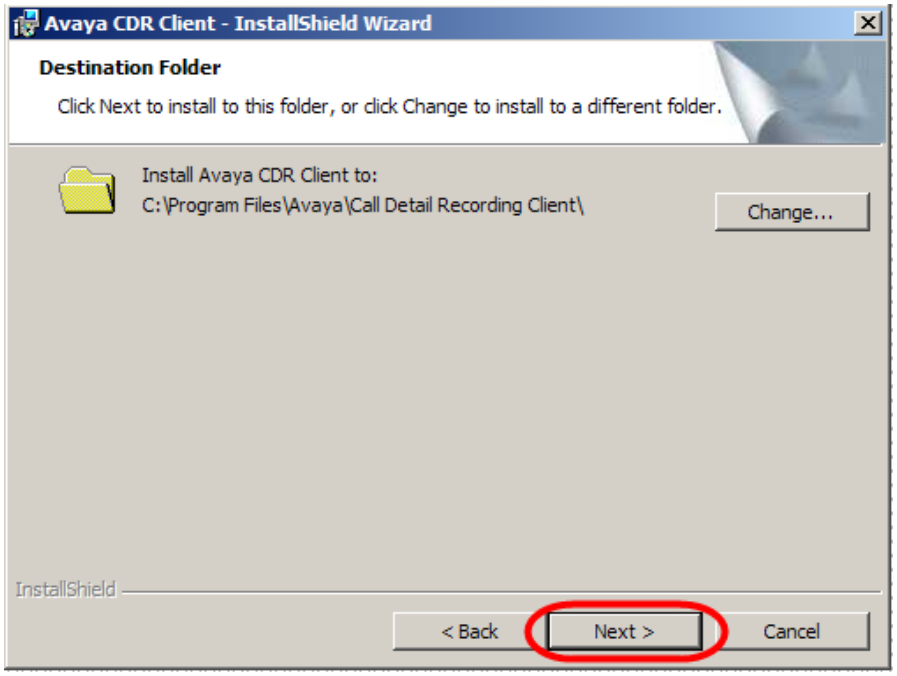
13. The Welcome screen will now appear asking you to confirm that the installation can proceed. Click **Next** to continue.


Avaya CDR Client - InstallShield Wizard
Welcome to the InstallShield Wizard for Avaya CDR Client
The InstallShield(R) Wizard will install Avaya CDR Client on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

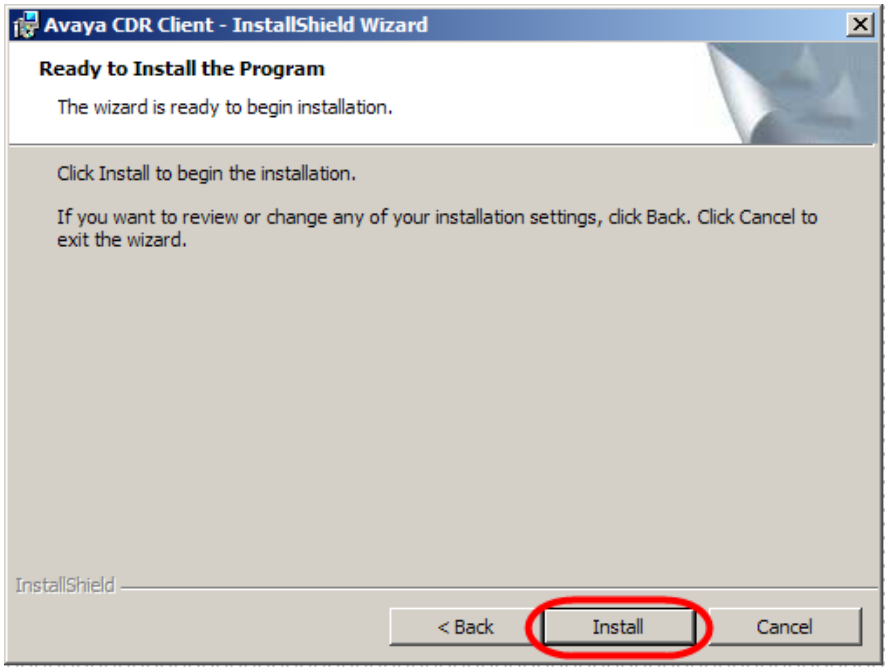
14. Accept the license aggreement and click **Next**.


Avaya CDR Client - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Avaya
SOFTWARE LICENSE FOR HERITAGE NORTEL NETWORKS PRODUCTS
v.8.1
THIS SOFTWARE LICENSE ("LICENSE") IS AN AGREEMENT BETWEEN YOU, THE END USER ("CUSTOMER") AND AVAYA
I accept the terms in the license agreement
I do not accept the terms in the license agreement
InstallShield
< Back
Next >
Cancel

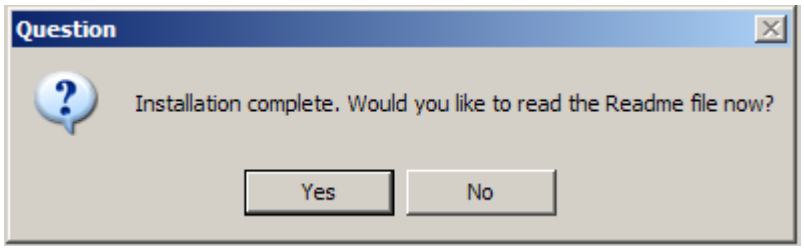
15. Either accept the default installation location, or click **Change** to specify a different location. Click **Next** to continue.


Avaya CDR Client - InstallShield Wizard
Destination Folder
Click Next to install to this folder, or click Change to install to a different folder.
Install Avaya CDR Client to:
C:\Program Files\Avaya\Call Detail Recording Client\
Change...
InstallShield
< Back
Next >
Cancel

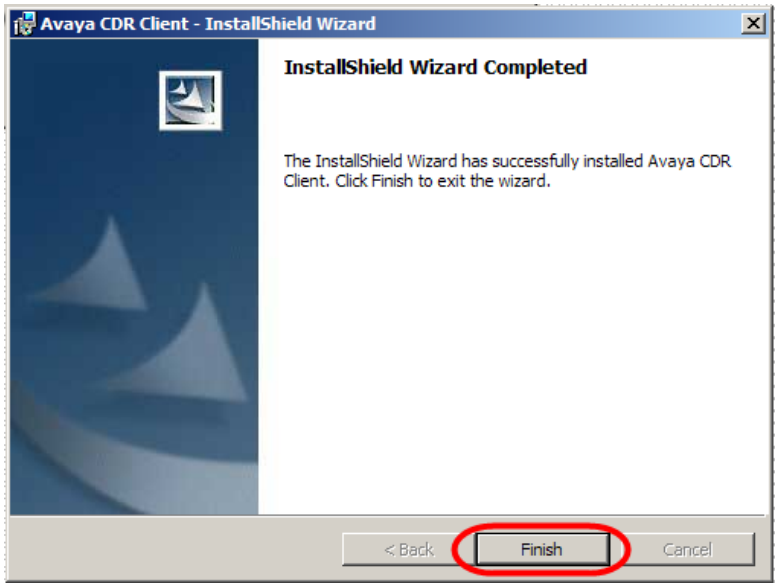
16. Click **Install** to proceed with the installation.


Avaya CDR Client - InstallShield Wizard
Ready to Install the Program
The wizard is ready to begin installation.
Click Install to begin the installation.
If you want to review or change any of your installation settings, click Back. Click Cancel to exit the wizard.
InstallShield
< Back
Install
Cancel

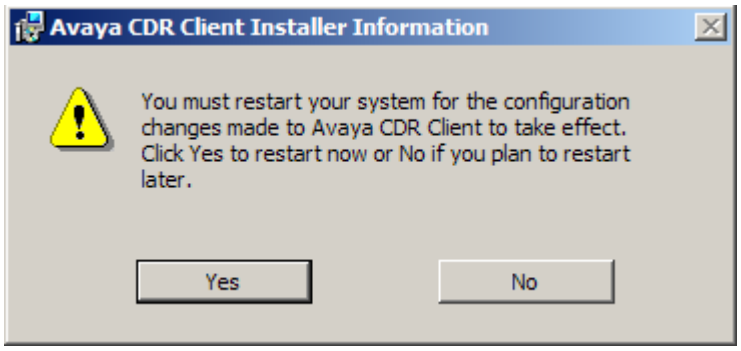
17. You have the option of viewing the Readme file.



18. Click **Finish** to complete the installation.

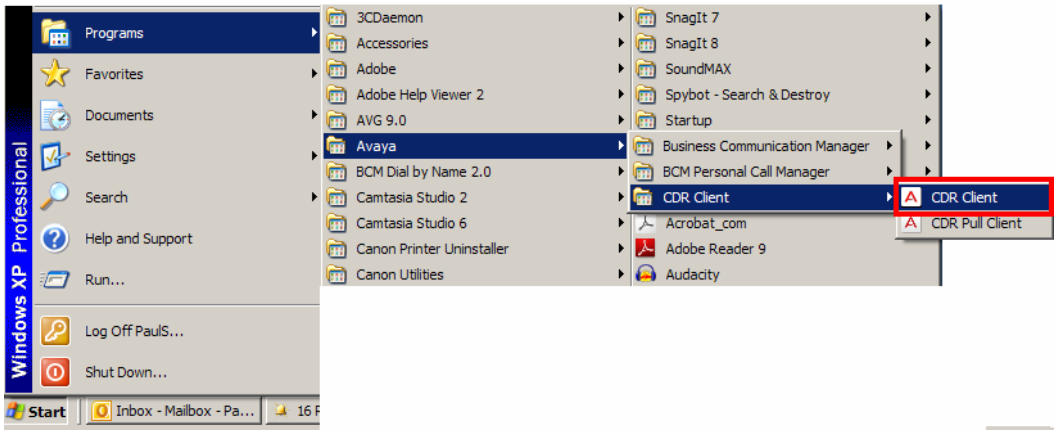

Avaya CDR Client - InstallShield Wizard
InstallShield Wizard Completed
The InstallShield Wizard has successfully installed Avaya CDR Client. Click Finish to exit the wizard.
< Back
Finish
Cancel

19. It may be necessary to restart the PC before using the CDR application.

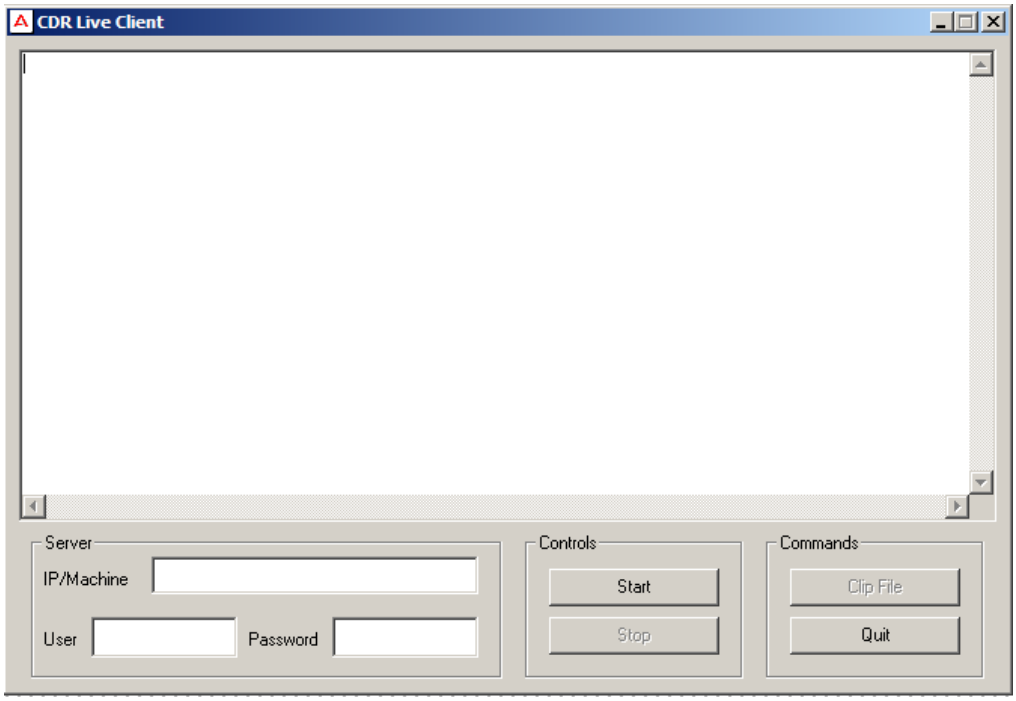

Avaya CDR Client Installer Information
You must restart your system for the configuration changes made to Avaya CDR Client to take effect. Click Yes to restart now or No if you plan to restart later.
Yes
No

Starting the CDR Client

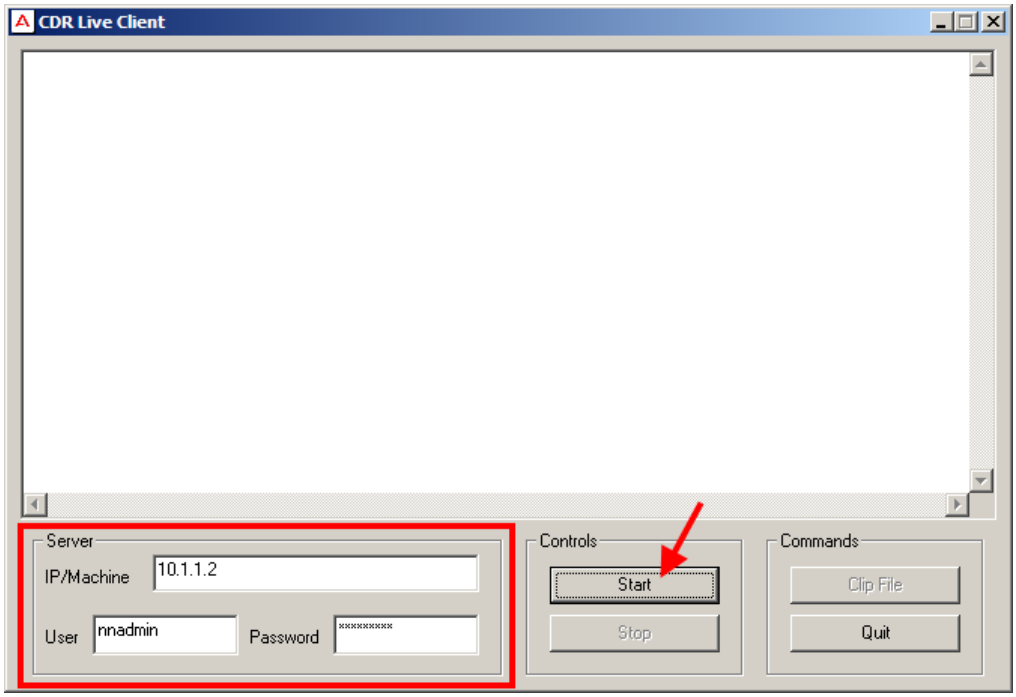
1. To start the CDR Application, go to **Start**, **Programs**, and select: **Avaya**, **CDR Client**, **CDR Client**.



2. The **CDR** Live Client window will be displayed.

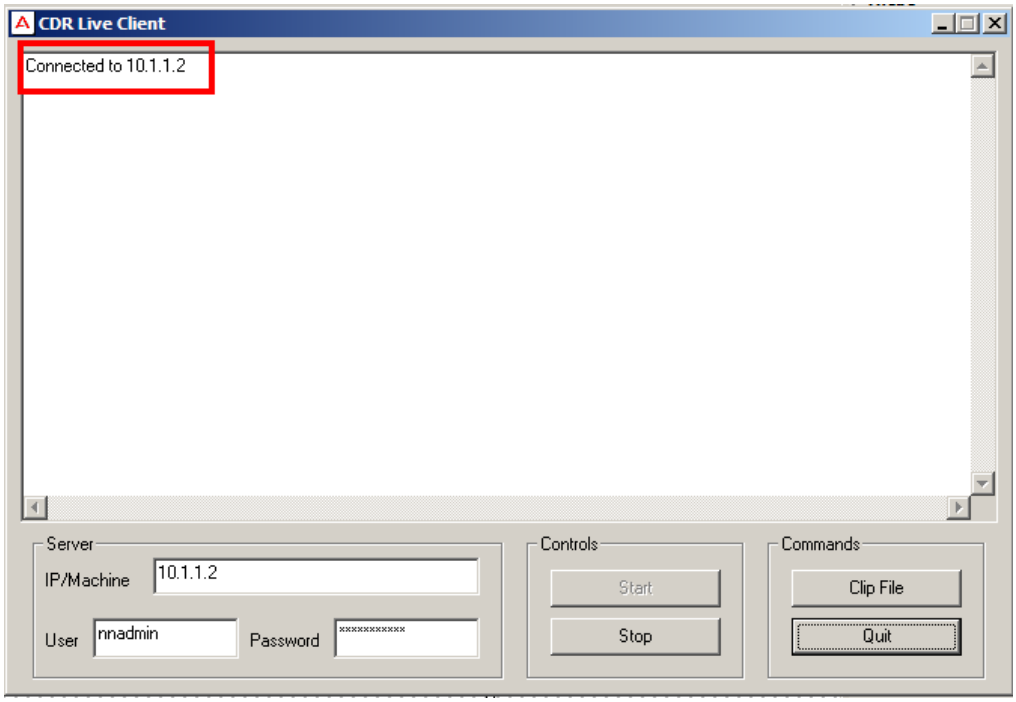


3. Enter the IP Address or Machine Name of the BCM in the **IP/Machine** Field. Then enter the User Name and Password for the CDR account that will be used for CDR. In this example the BCM's IP Address is 10.1.1.2 and the nnadmin account is being utilised.

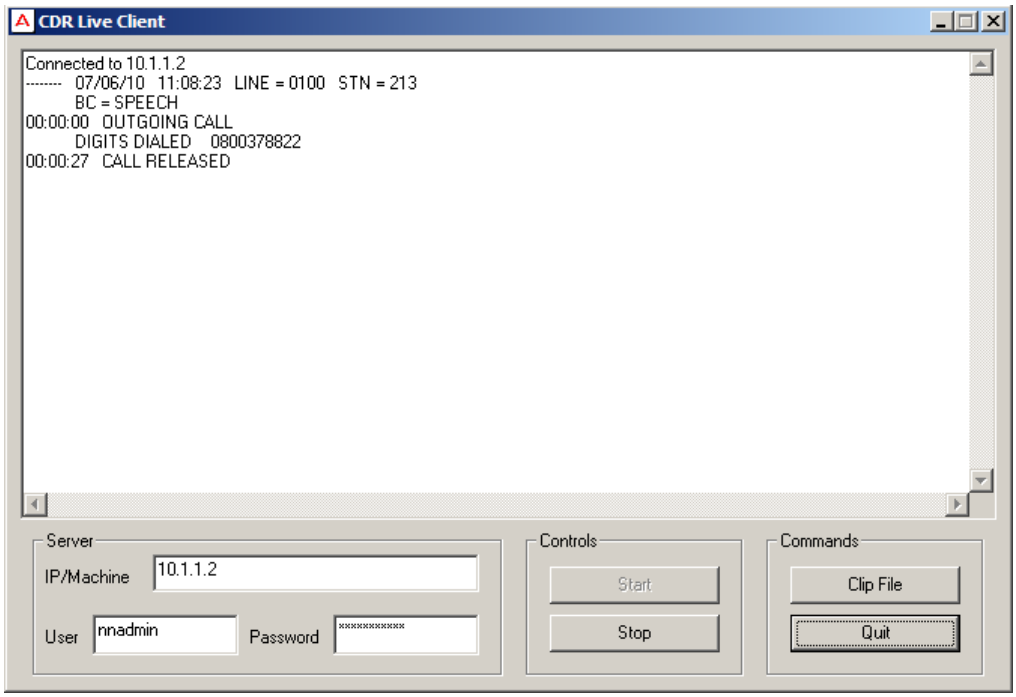


Note: If you created an account earlier specifically to use with CDR applications, you should enter the created User and Password information here.

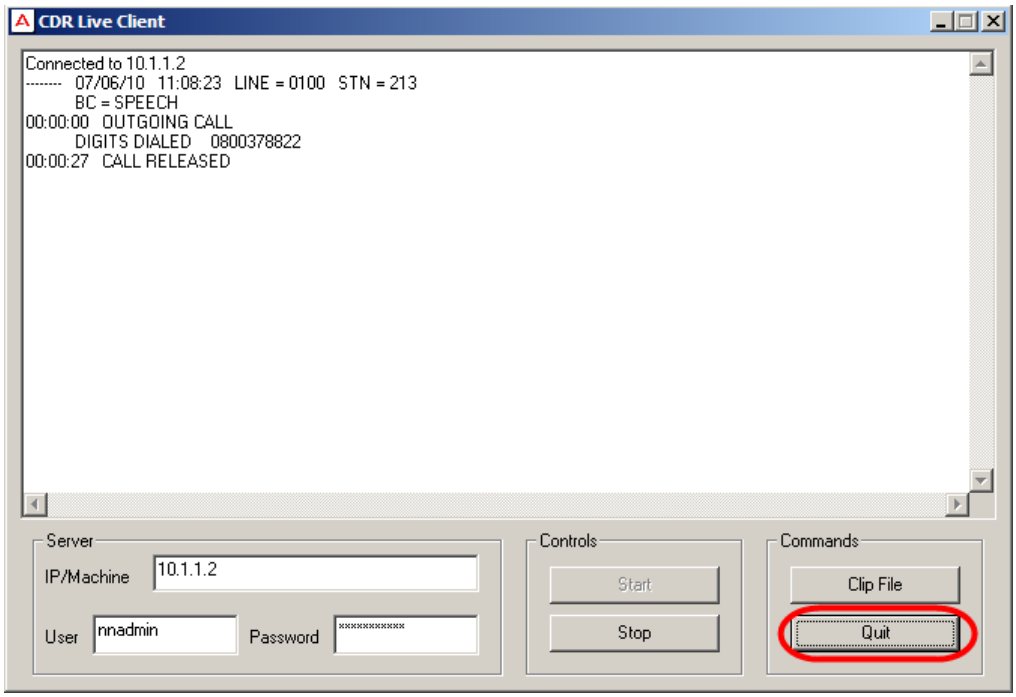
4. Click on the **Start** button and the connection will then be confirmed.



5. Call information will now be displayed on a per call basis once the call has terminated.



6. To exit CDR, click the **Quit** button. The connection will then be terminated.



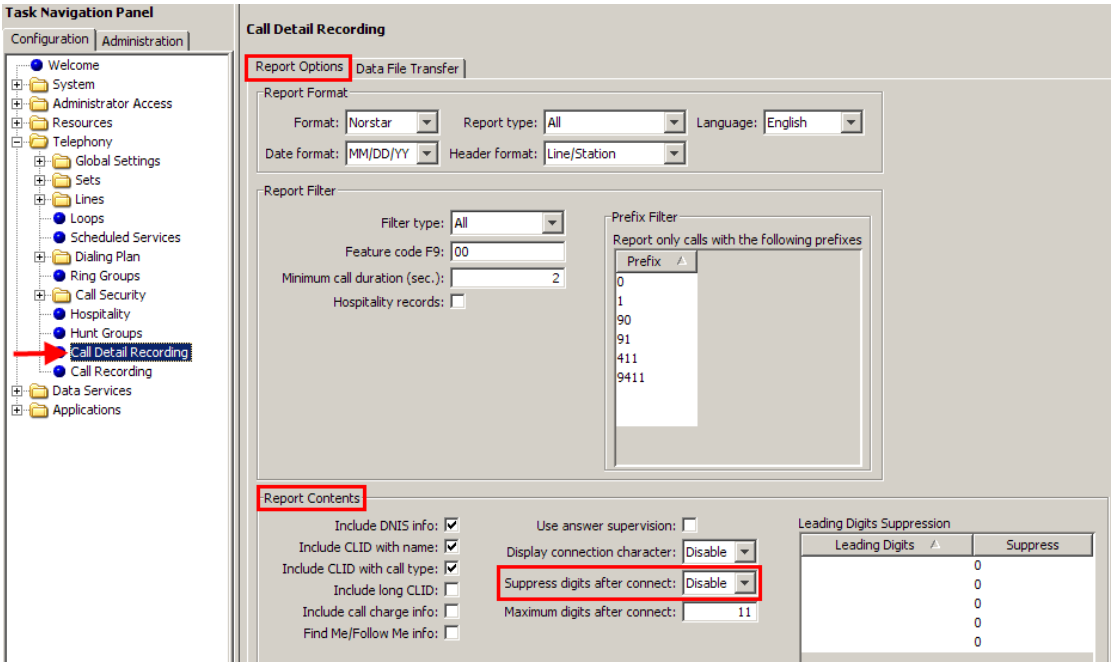
Digit Suppression

By default, Call Detail Recording stores all of the digits dialed, even after the call has been answered. This includes any personal information dialed, such as account numbers, credit card numbers or PINs. You can use the Digit Suppression feature to stop Call Detail Recording from storing digits after the call has been answered.

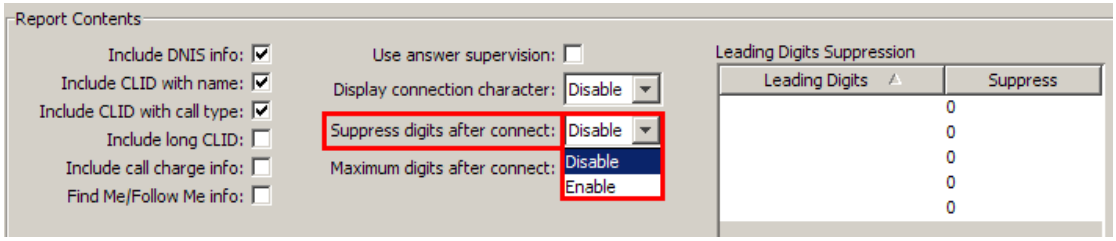
To configure the Digit Suppression feature:

1. Login to the BCM via Element Manager and open the **Telephony** folder and then **Call Detail Recording**.

2. To enable digit suppression: scroll down to the **Report Contents** section of the screen.

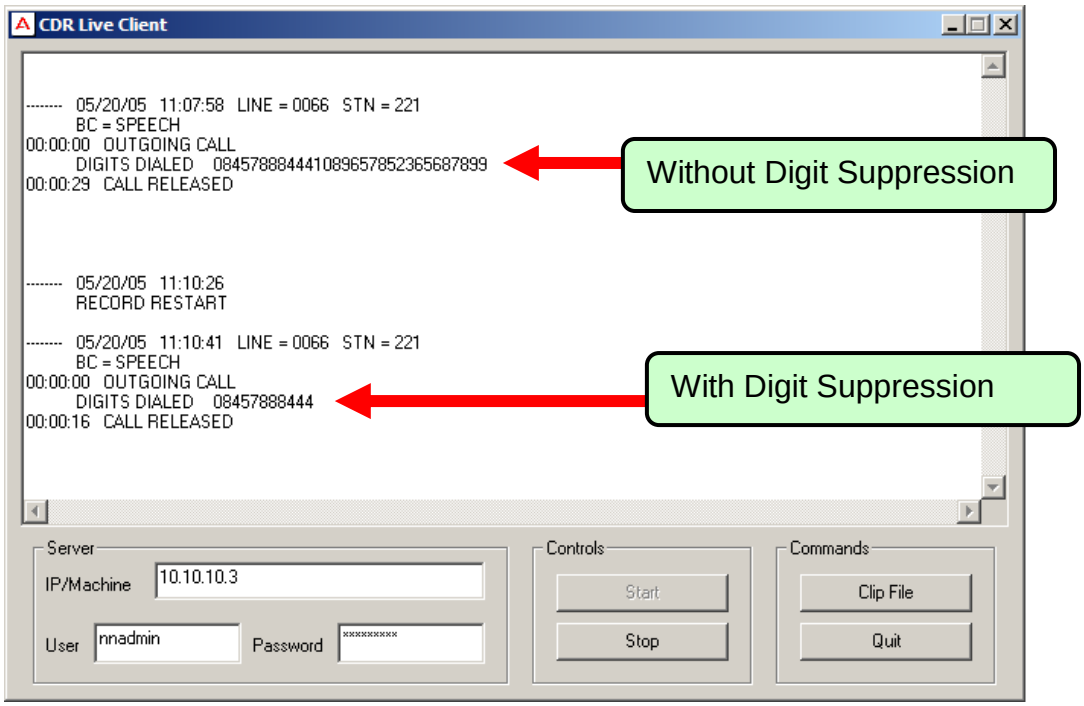


3. Click the **Suppress Digits after Connect** dropdown and select **Enable**.



4. The **Maximum Digits after Connect when no answer supervision:** option allows you to specify the maximum number of digits that Call Detail Recording stores from a range of 3 to 24 digits. Enter the number to be stored (Default 11 digits).

5. In this screen shot we can see examples of calls with and without digit suppression.



Data File Push Transfer

The Data File Transfer feature provides you with a method of sending the Call Detail Recording files to a central server. A typical application of the Data File Transfer feature is when a company with several branch offices wants to analyse the telephony traffic at its branch offices using the Call Detail Recording information. Using the Data File Transfer feature, the Call Detail Recording information is automatically transferred from all of the branch offices to a central server on a defined schedule.

Features of Data File Transfer

- You can schedule a data file transfer so that the Business Communications Manager system sends the data files on a regular basis (daily, weekly or monthly) and at a specified time.

- For test purposes, you can manually start the transfer of data files from the Business Communications Manager system when you need the Call Detail Recording information immediately.

- Business Communications Manager can compress the Call Detail Recording information to reduce the amount of time it takes to transfer the files.

- Business Communications Manager can automatically attempt to re-send the data if the initial data transfer fails.

- Only the files that have not been sent before are transferred. (If you set the Delete File Transfer Option to Yes). If Delete File Transfer is set to No then the entire CDR file remains on the BCM but subsequent transfers will recognise old data and not send it again. This reduces network traffic and transfer time.

Central Server Requirements

The server you are transferring the Call Detail Recording information to must have the following:

1. An FTP Server application running.

2. A username/password defined for use by the BCM system that has the appropriate access for FTP transfer.

3. The FTP Server application is configured to receive connections from the desired Business Communications Manager systems.

4. Permissions are granted to the appropriate directories where the files transferred from the Business Communications Manager will be stored.

Scheduling the Transfer of Call Detail Recording Information

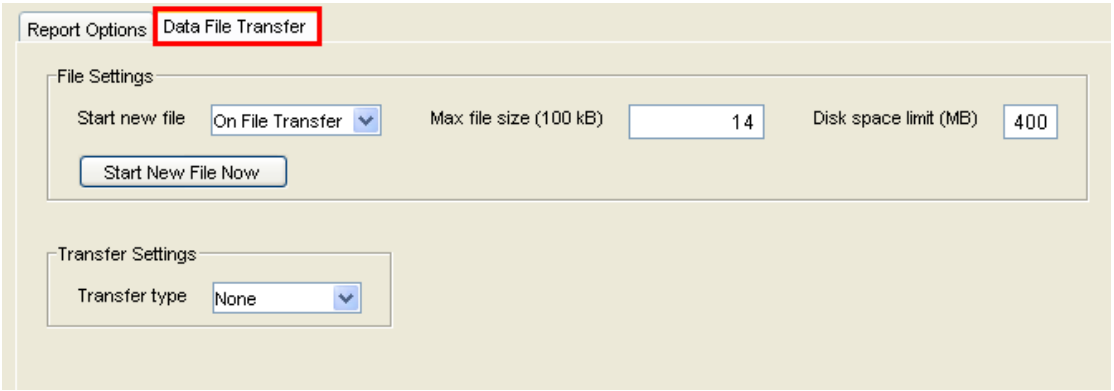
You can schedule a Data File Transfer to occur on a regular basis. When you create the schedule, you need to specify:

- Where the files are transferred to.
- How often the transfer should occur.
- At what time the transfer starts.

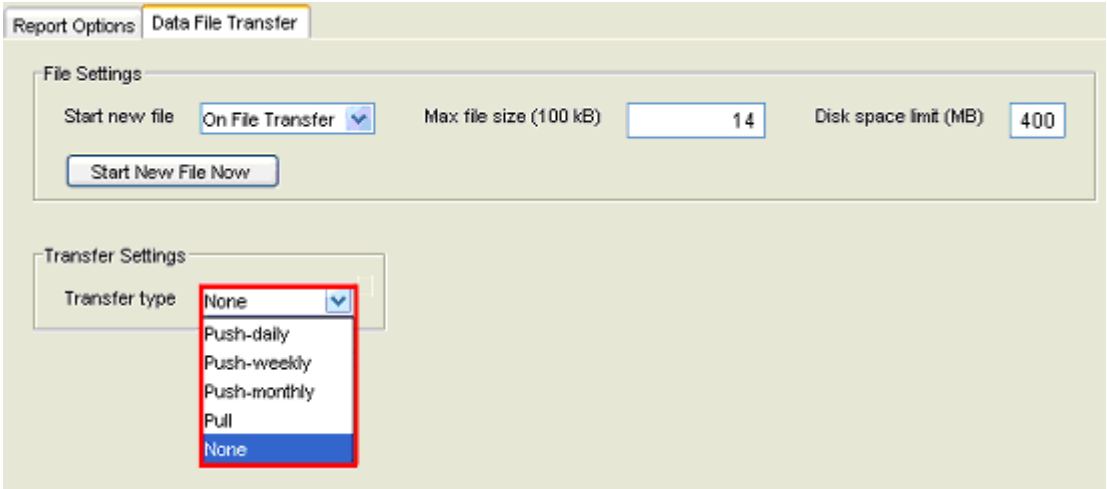
To Schedule the Schedule of Call Detail Recording Information:

1. Start Element Manager.

2. Open the **Telephony** folder and then select **Call Detail Recording.** Click the **Data File Transfer** tab.



3. Click the **Transfer Type** drop down box**.**

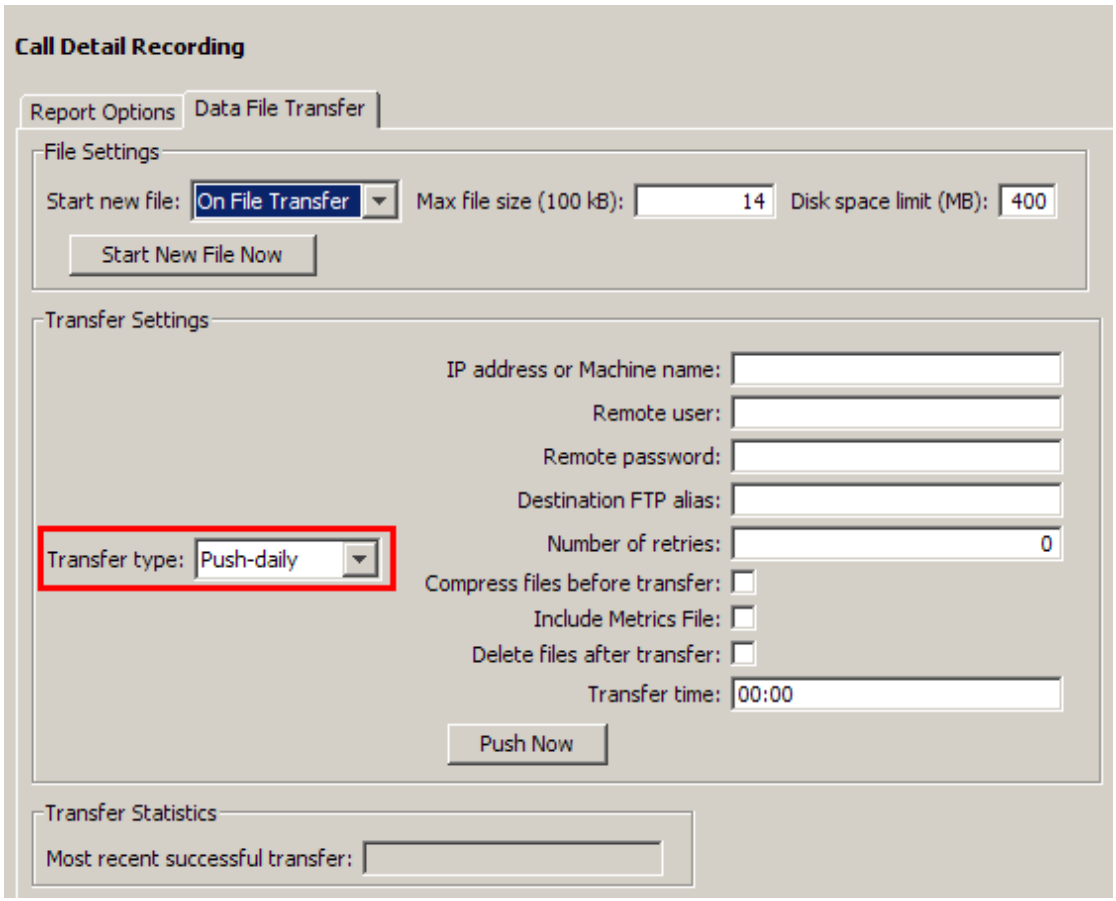


4. **Transfer Type** Allows you to select how often the Call Detail Recording information is sent to a central server.

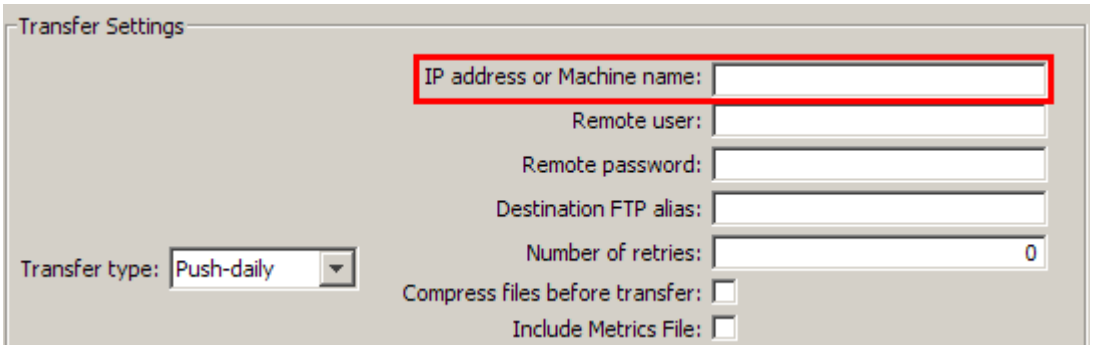
   - **Push-Daily** – The information is sent once a day at the time entered in the Transfer Time box.
   - **Push-Weekly** – The information is sent once a week at the time entered in the Transfer Time box and the day entered in the Day of Week box.
   - **Push-Monthly** – The information is sent once a month at the time entered in the Transfer Time box and the date entered in the Day of Month box.
   - **None** – The files are not sent to a central server.

   The default for this parameter is **None**.

5. Once you have selected a **Transfer Type** the following screen will appear: In this example **Push Daily** has been selected. This screen will be completed with the details provided by the system administrator.

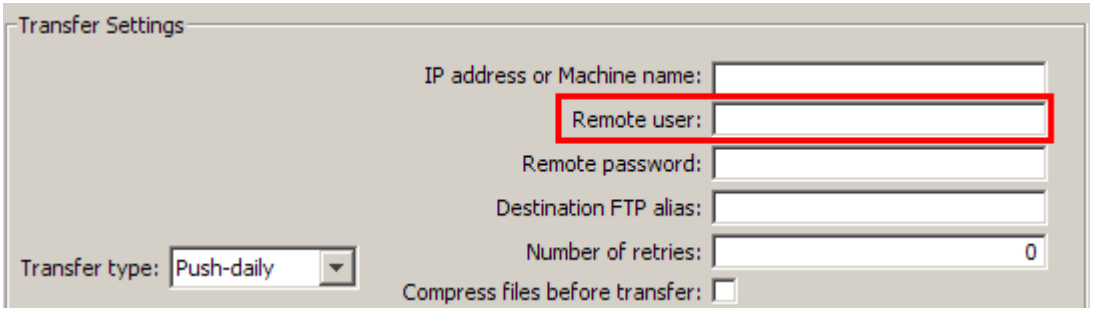


IP Address or Machine Name



Allows you to enter the IP address or Machine name of the central server to which you are sending the Call Detail Recording information.
An IP address must be entered in the proper format (for example, 10.10.10.1.)

Remote User



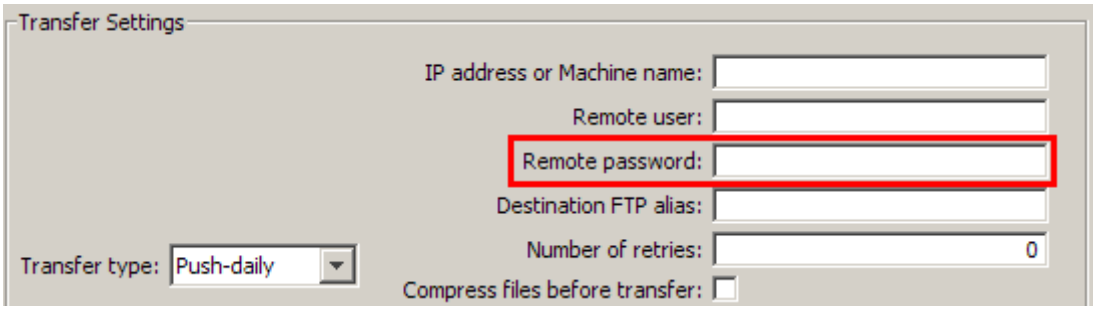
Allows you to enter the FTP login user name that the BCM uses when connecting to the central server.

The Remote User name must be the same as the user name you assigned to the BCM in the central server FTP configuration.

If you leave the Remote User box blank, the BCM system uses the user id “anonymous” with no password to access the FTP server.

If you use the “anonymous” user id, there is no security provided for the Call Detail Recording files on the FTP server. Anyone who logs on to the FTP server with the “anonymous” user id can access your Call Detail Recording information.

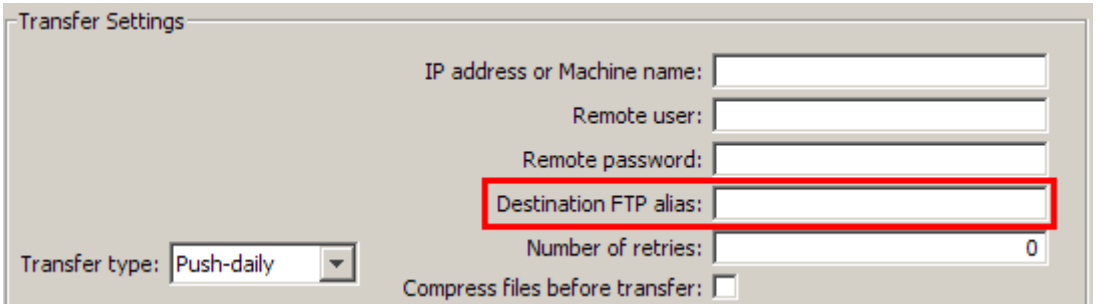
Remote Password



Allows you to enter the FTP login password that the BCM uses when connecting to the central server.

The Remote Password must be the same as the password you assigned to the BCM in the central server FTP configuration.

Destination FTP Alias

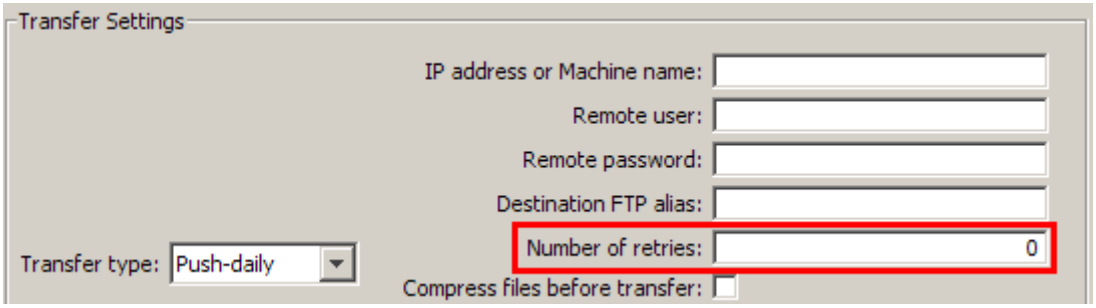


This is an **Optional Component** that allows you to specify an FTP alias on the central server on which the Call Detail Recording information is transferred.

An example of a Destination FTP Alias is: \Telephone_systems\Call_Records. In the central server configuration, you must grant FTP writing permission on this location for the user name you entered in the Remote User box and the password you entered in the Remote Password box.

If you leave the Destination FTP Alias box blank, the Call Detail Recording files are transferred to the ftp home directory for that particular user id.

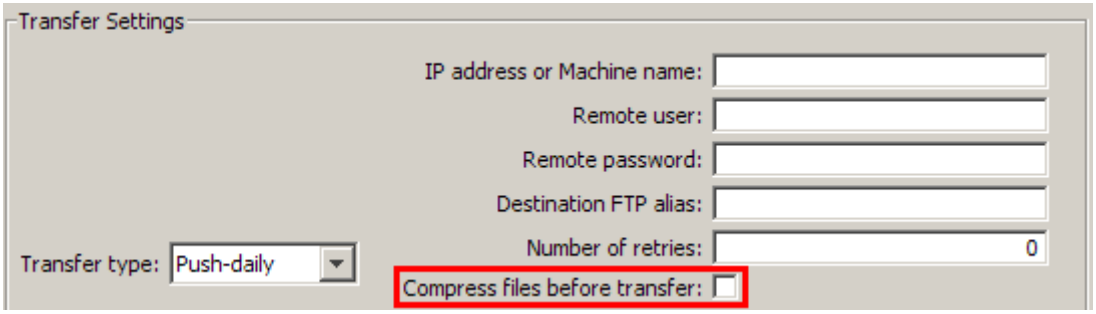
Number of Retries



Allows you to specify the number of times that the BCM attempts to send the Call Detail Recording information to the central server when a data file transfer fails. Enter a value from 0 to 10 as the Number of Retries.

If you enter a value of 0, the BCM does not attempt to send the data again. The default for this parameter is 0.

Compress File before Transfer



Allows you to specify if the Call Detail Recording data files are compressed into one ZIP file before they are transferred to the central server.

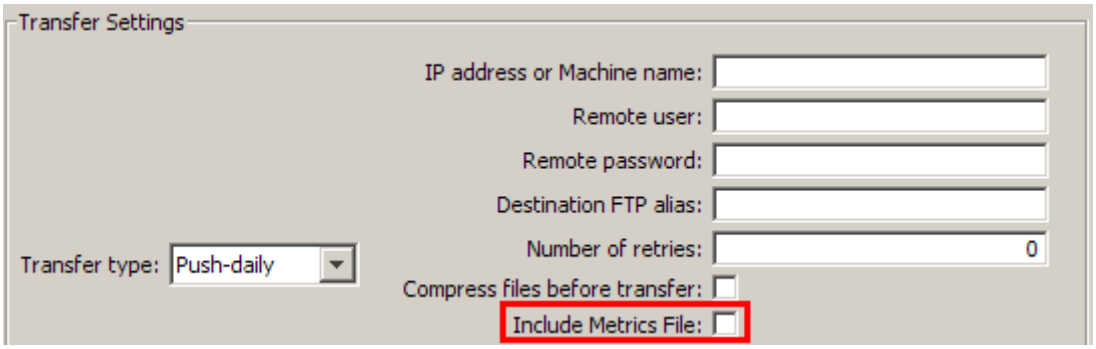
The name of the zip file created will contain the BCM machine name+ year (4 digits)+ month (2digits)+ day (2digits)+ hour (2 digits)+ minute (2digits)+ second (2 digits)+ .zip.

For example: P-SouthBCM20090715154522.zip.

Select **the checkbox** to compress the files into a single ZIP file.
Leave **the checkbox** clear to send the files uncompressed.

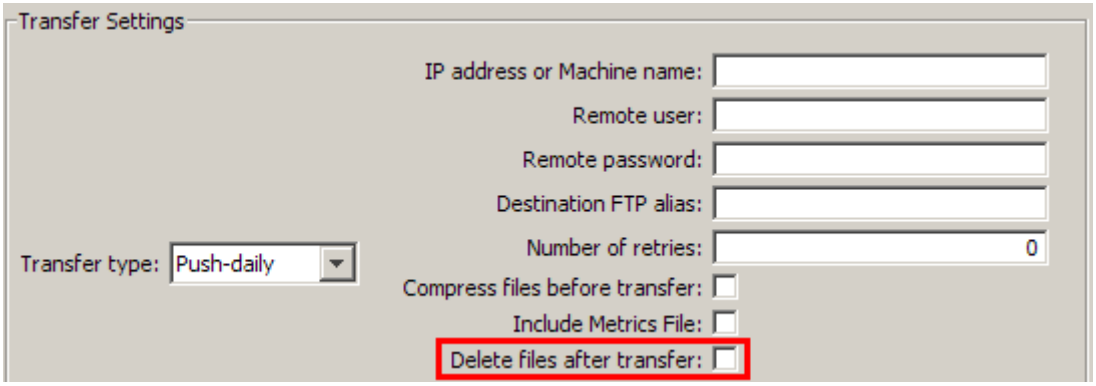
(If FTP is being used with the ipView Call Management software, then compression should be set to **No**).

Metrics file



This option only applies to Push, select this check box to ensure that Hunt Group hourly statistics and metrics files are included with the CDR data files when they are transferred to a central server.

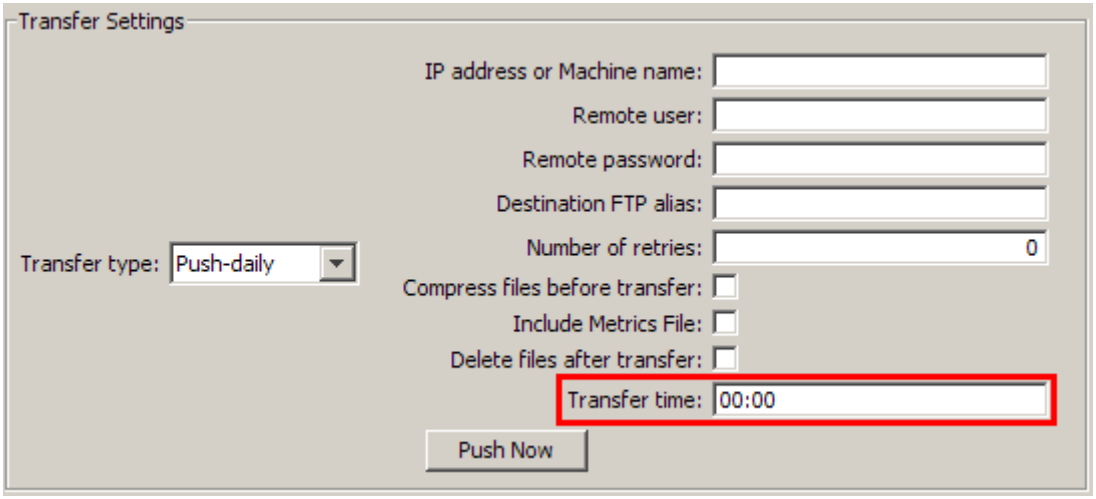
Delete File after Transfer



Allows you to specify if the Call Detail Recording data files are deleted from the BCM after the files are successfully transferred to the central server.
Select the **checkbox** to delete the files after they are successfully sent.
Leave the **checkbox clear** to leave the files on the BCM system. If the box is checked, each time the transfer is made both the new files and the older existing files will be sent.

The default for this parameter is Disabled (not checked).

Transfer Time



Allows you to specify the time of day when the Call Detail Recording files are transferred to the central server. Enter the time in hours and minutes according to the 24 hour clock (00:00 to 23:59).

The default for this parameter is 00:00 (midnight).

The Transfer Time is based on the local time of the Business Communications Manager, **not** on the time of the central server.

Day of Week, Day of Month

Day of Week
This field appears when you select **Push-Weekly** as the Transfer Type.
Allows you to specify the day of the week when the transfer will occur.
You can select Monday, Tuesday, Wednesday, Thursday, Friday, Saturday or Sunday.

The default for this parameter is Monday.

Day of Month
This field appears when you select Push-Monthly as the Transfer Type.
Allows you to enter the day of the month when the transfer will occur.

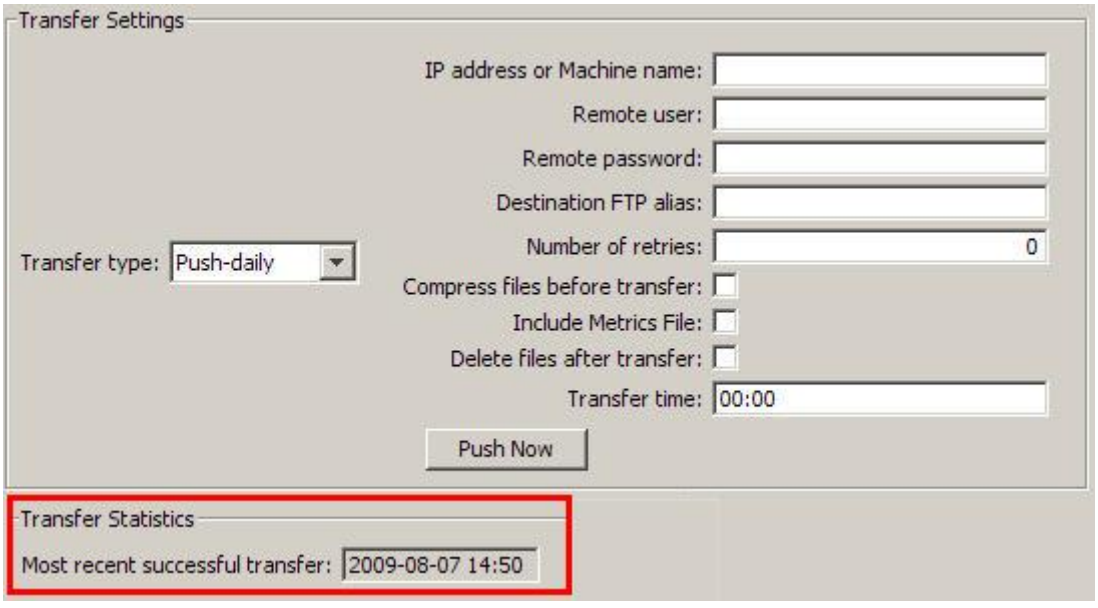
You can enter a value from 1 to 31.

The default for this parameter is 1.

If you enter 29, 30 or 31 for the Day of Month, the Call Detail Recording files will not be sent on some months. This occurs because some months do not contain these dates. For example, the month of February never has 30 or 31 days.

If you want the files sent at the end of every month, use the default values for Transfer Time (00:00) and Day of Month (1).

Most Recent Successful Transfer



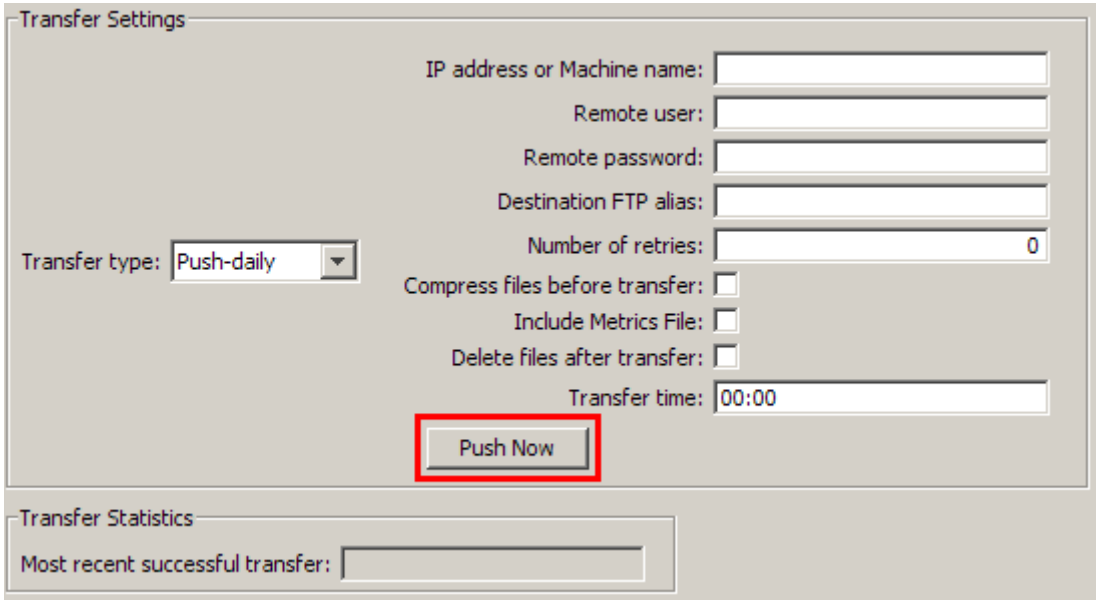
Displays the last time the Call Detail Recording data files were successfully sent to the central server.

Immediate Data File Transfer

When you transfer immediately, the BCM uses the information entered on the Data File Transfer screen, but sends the Call Detail Recording information immediately.

To transfer the Call Detail Recording information immediately:

1. Start Element Manager.
2. Open the **Telephony** folder and then select **Call Detail Recording.**
3. Click the Data **File Transfer** tab.
4. The Data File Transfer screen appears.
5. Set the parameters on the Data File Transfer screen to specify the server to which the Call Detail Recording information is sent.
6. Click the **Push Now** button.



7. The BCM starts transferring Call Detail Recording information to the specified server.

When using the Push Now option, the following fields are not used and can be ignored: **Transfer Type, Transfer Time, Transfer Day, Day of Week** and **Day of Month**.

Note: If you are transferring Call Detail Recording files from several BCM systems to a single central server, it is recommended that you stagger the time of the transfers so that the central server is not overloaded with too many requests.

Data File Pull Transfer

When you use a Pull Transfer, an application running on the central server (the Central Client) downloads the Call Detail Recording data files from the Business Communications Manager system. When you use a Pull Transfer, you configure the data transfer parameters on the Central Client. The advantage of the Pull Transfer is that the central server determines the rate that the data files are transferred, so the central server cannot easily be overloaded with transfer information.

You can use the Pull Transfer to transfer Call Detail Recording data files from any number of Business Communications Managers, but it is most beneficial when you are transferring from a large number of systems.

To transfer Call Detail Recording data files using a Pull transfer, you must:

- Set up a Call Detail Recording user account on the BCM system.
- Set the Data Transfer type to **Pull.**
- Configure the Central Client to start the transfer.

Setting Up the Call Detail Recording User Account

To ensure the security of the Call Detail Recording data files, any user, including the Central Client, must use a special Call Detail Recording user account to access the directory where the files are stored. You must set up this user account on every BCM from which the Central Client will pull information.

To set up the Call Detail Recording user account refer to the **Creating a User Account on the BCM** section of this guide.

Setting the Data Transfer Type to Pull

You must set the Data Transfer type to Pull on every the Business Communications Manager system from which the Central Client will pull information.

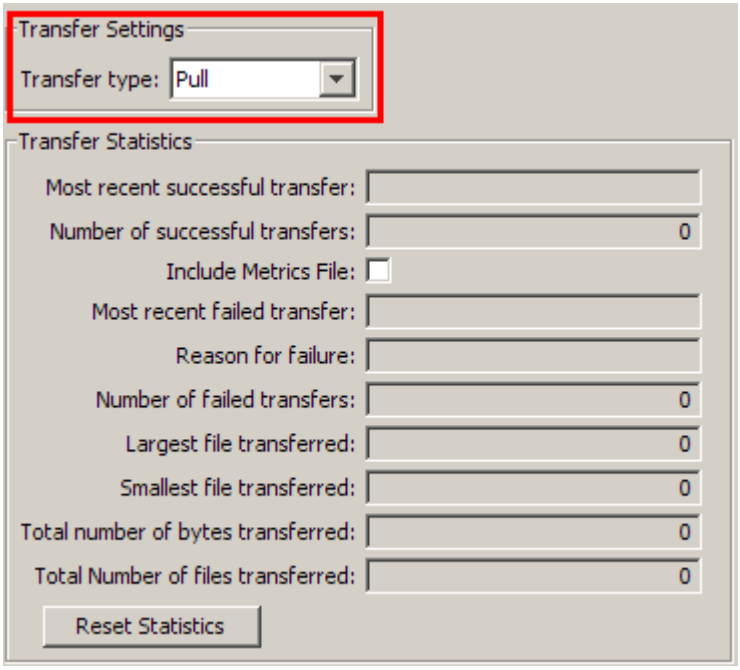
Note: To reset the Call Detail Recording Pull statistics, click the Data File Transfer Tab and then click the **Reset Statistics** button.

To set the Data Transfer type to Pull:

1. Start Element Manager.

2. Open the **Telephony** folder and then select **Call Detail Recording.**

3. From the **Transfer Type** drop list and then select **Pull**.



The Data File Transfer screen changes to display the current Call Detail Recording Pull statistics.

Configuring the Central Client: CDR Pull Client

The Central Client is the application running on the central server that accesses the Business Communications Manager systems and downloads the Call Detail Recording data files.

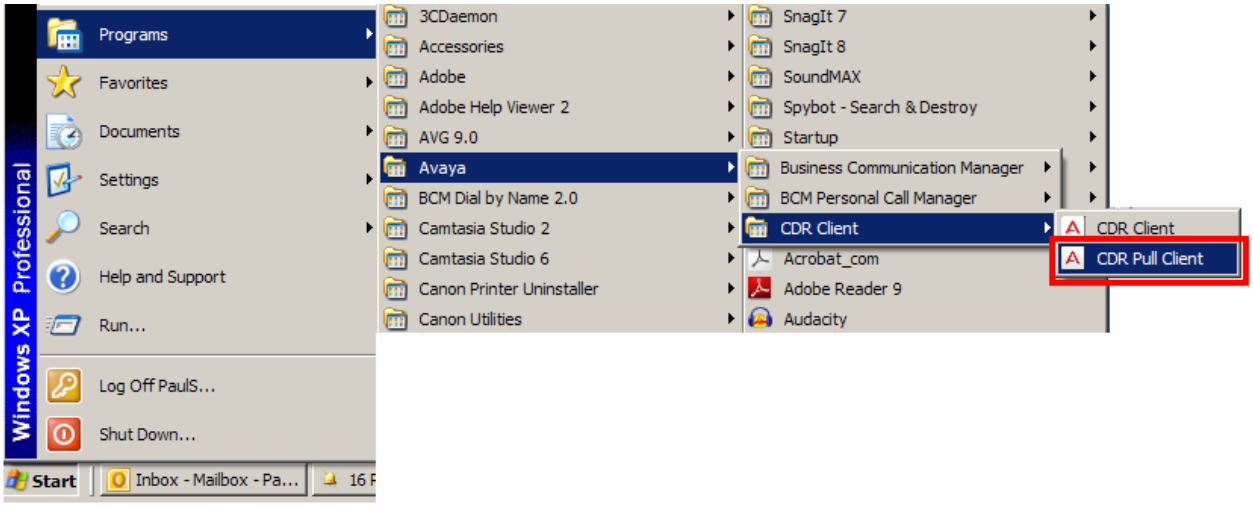
The Central Client is typically a custom application that was created by a company or by an external vendor for a company. The advantage of a custom Central Client is that the application can be designed to work with a company's choice of operating systems and can be integrated with existing databases. If a company uses a custom Central Client, refer to the documentation that came with the Central Client for information about configuring the client.

If a company does not have or require a custom Central Client, a sample Central Client is included on the Business Communications Manager system. The sample Central Client, named CDR Pull Client, is installed at the same time the CDR Client is installed.

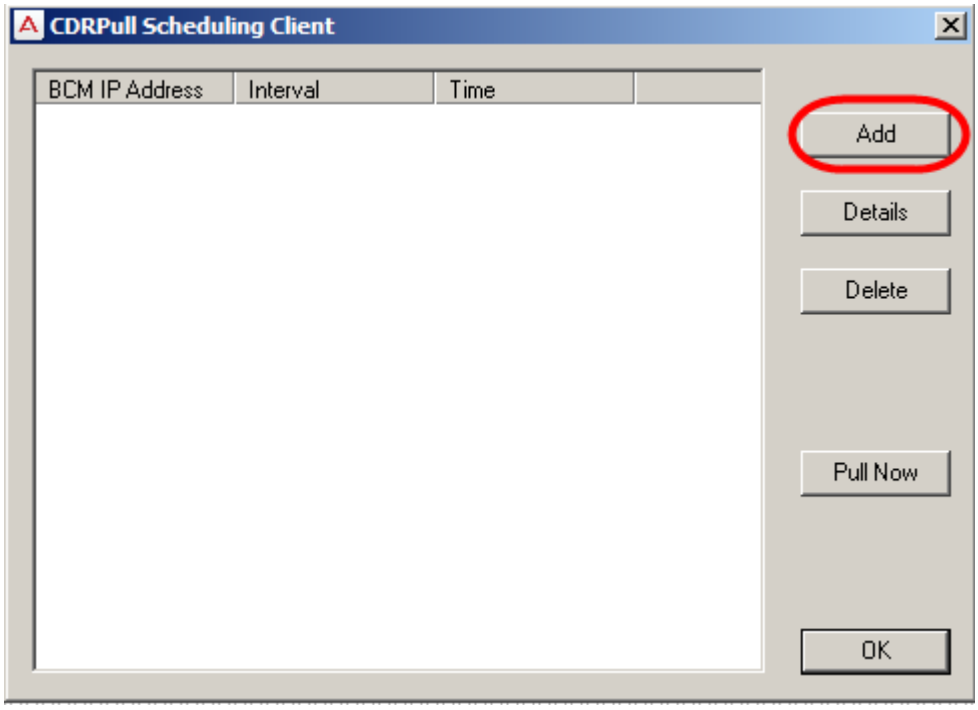
The CDR Client application allows you to administer remotely the domain and user access to the Call Detail Recording records. You can view and print records. You also control record security.

To start the CDR Pull Client:

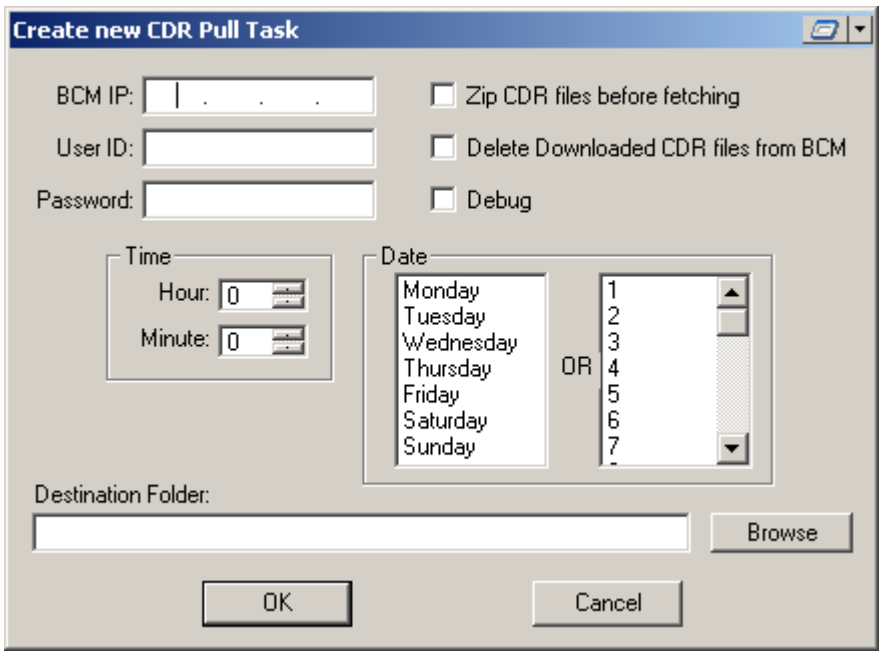
1. Click **Start, Programs, Avaya, CDR Client, CDR Pull Client**.



2. The CDR Pull Client application will open the Scheduling Client.



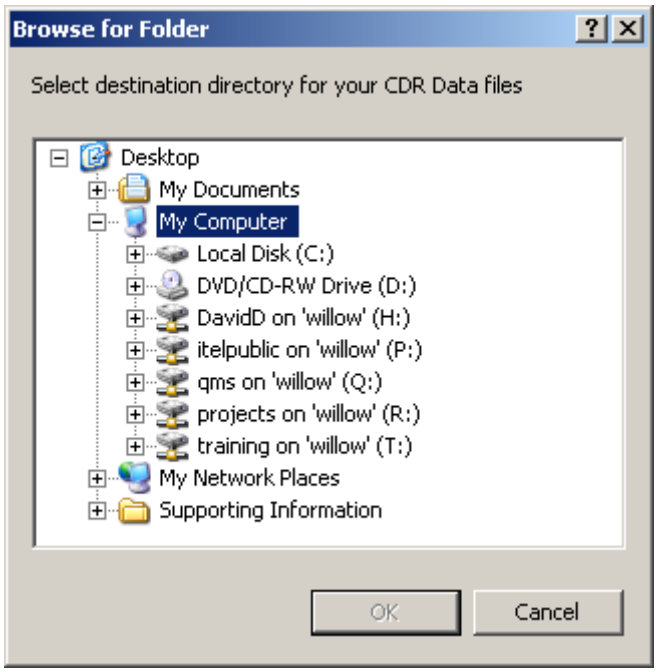
3. Click on the **Add** button. The Create new CDR Pull Task panel appears and can be used for either immediate pull of information or a scheduled event can be setup.



4. Enter the details of the BCM and make sure that the User ID and Password relate to an account that has CDR privileges.

5. The time and date that the Pull will take place can be entered. Also set the options for deleting and zipping the CDR files after successful download.

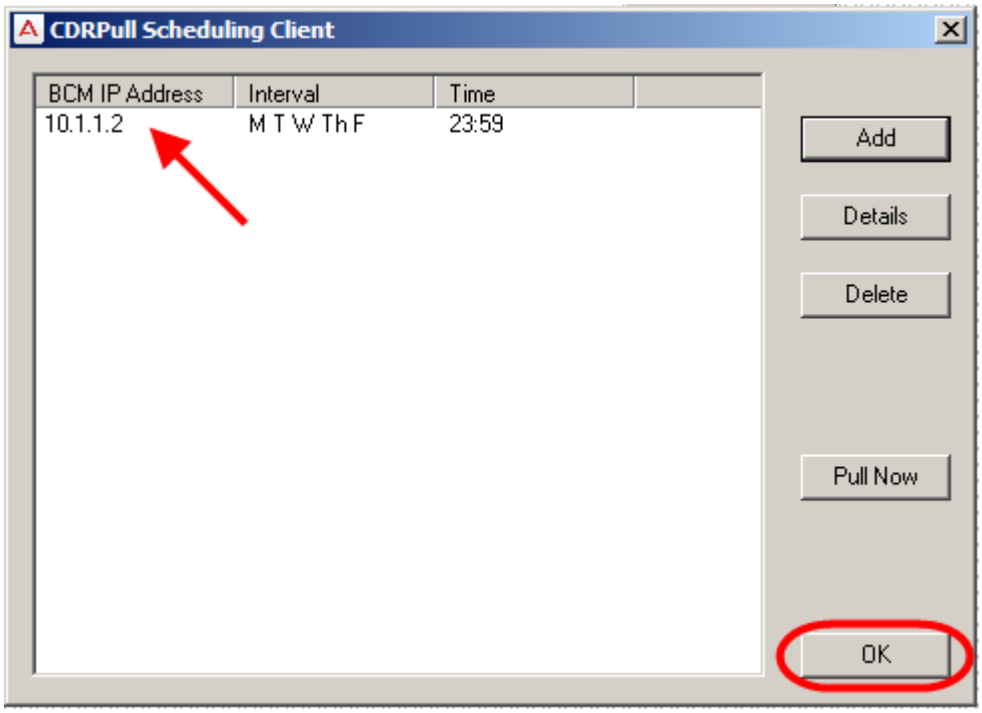
6. A destination folder can also be defined to determine the location that the CDR files will be pulled to. Select **Browse** to determine this location.



7. Click on **OK**.

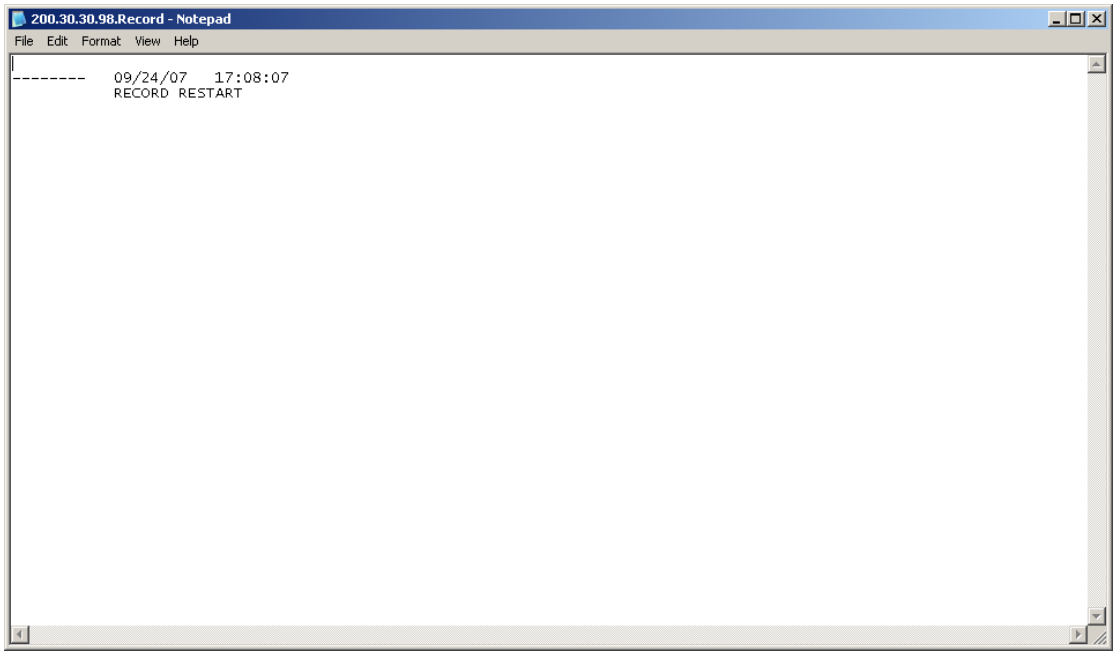
8. Specify a location for the BCM List File. This file will contain the listing of all the BCM's that will be added in the BCM names window. Click **OK.**

9. The schedule information will appear in the Schedule Information window.



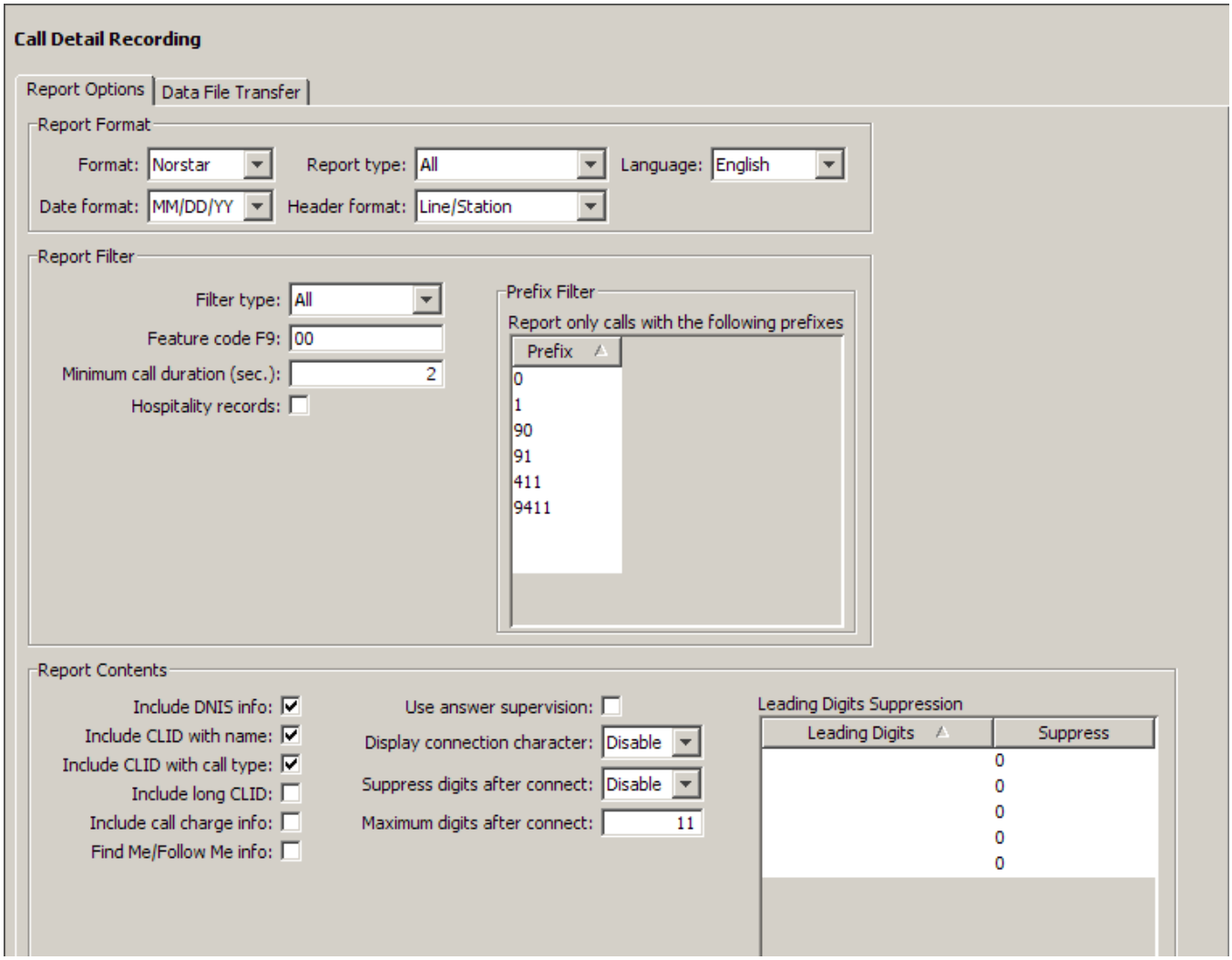
10. Click the **OK** button.

11. The CDR reports will be pulled from the BCM at the time and date that you have specified.



Call Detail Recording Field Descriptions

The Report Options screen allows you to select the report format, including any filters and optional inclusions. The Data File Transfer screen is used to store your transfer preferences and settings. Options are explained in the tables below.



Report Format Section

Attribute	Value	Description
Format	Norstar SL-1	-(Default) Preferable format for those who prefer the more detailed Norstar reporting style -Preferable format for those who prefer the Meridian reporting style
Date Format	MM/DD/YY DD/MM/YY YY/MM/DD	-(Default) stipulates a Month/Day/Year date format -Stipulates a Day/Month/Year date format -Stipulates a Year/Month/Day date format
Report Type	Norstar : Standard CLID Real_Time All SL-1 : Standard CLID	-(Default) shows call details with time/date stamp -Displays the CLID (if applicable) on the report -Displays real time call data (CLID dependant) -Incorporates all other types into singular report -shows call details with time/date stamp -Displays the CLID (if applicable) on the report

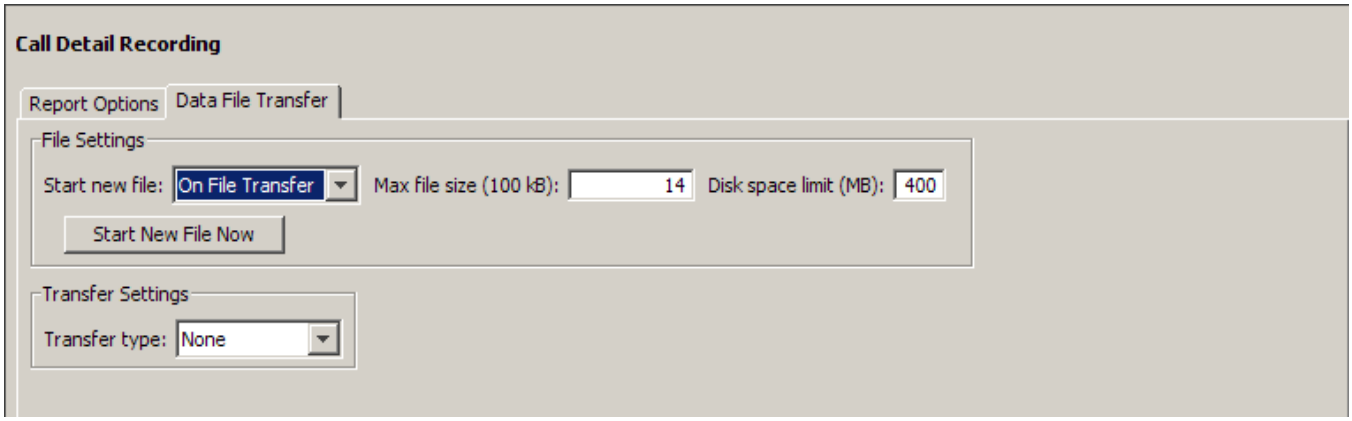
Header Format	Line/Station Source/Destination	-(Default) reports show the line number followed by the station number -Reports show the number placing the call and the number receiving the call
Language	English	-(Default) 9 other language choices are available

Report Filter Section

Attribute	Value	Description
Filter Type	All Outgoing Prefix	-Reports on all incoming and outgoing calls -Reports only outgoing calls (not incoming calls) -Reports on calls starting only with a pre defined prefix
Feature Code F9	00	-(Default) Allows call handlers to enter pre defined account numbers whilst on a call. These appear on the CDR reports
Minimum Call Duration (sec)	2	-(Default) depicts the minimum call length for inclusion into the reports. Less than 2 seconds will not be shown, this value can be changed
Hospitality Records	No	-(Default) if ticked room occupancy states will be included in the report. Room number lengths can be from 1 to 5 digits long
Prefix Filter	Add number prefixes	-Report on calls only starting with these prefixes

Report Contents Section

Attribute	Value	Description
Include DNIS Info	Yes	-(Default) includes the number dialed to connect to the BCM
Include CLID with Name	Yes	-(Default) for Norstar reports only, includes the CLID of each call (if applicable)
Include CLID with Call Type	Yes	-(Default) for Norstar reports only, includes any long distance and unknown call types on the reports
Include Long CLID	No	-(Default) this option supports long CLID reporting if required
Include Call Charge Info	No	-(Default) this option can display call charge information within reporting, if required
Find Me/Follow Me Info	No	-(Default) this option can display any Find me/Follow Me information on the reports
Use Answer Supervision	No	-(Default) this option can show the telephone number that answers an outgoing call
Display Connection Character	Disable	-(Default) for Norstar reports only, shows any digits pressed after the call has been connected
Suppress Digits After Connect	Disable	-(Default) reporting will display all digits dialled, including any personal information such as PIN numbers or account numbers
Maximum Digits After Connect	11	-(Default) set the maximum number of digits that CDR will store and report on. Value can be set from 3 to 24 characters



Data File Transfer Section

Attribute	Value	Description
Start New File	Daily Weekly Monthly File Size On File Transfer	- Starts a new file daily at Midnight - Starts a new file Sunday's at Midnight - Starts a new file on the 1st of each month at Midnight - (Default) When the file size is 1000kB to 5000kB - When the files are to be transferred
Max File Size (100kB)	14	-(Default) can be set between 10 kB and 100kB
Disk Space Limit (MB)	400 (MB)	-(Default) Sets the maximum disc space to use for CDR. Value can be anything from 2MB to 800MB
Start New File Now	Button	-Generates a new CDR file on click

Transfer Settings Section

Attribute	Value	Description
Transfer Type	Push-Daily Push-Weekly Push-Monthly Pull None	-Transfers CDR information daily at any stipulated time - Transfers CDR information weekly on any stipulated day and time - Transfers CDR information monthly on any stipulated date and time - Allows data transfer requests to be accepted from a centralized server -(Default) No files are to be sent

Avaya Documentation Links

- Configuration – System Guide
- Call Detail Recording Systems Administration Guide